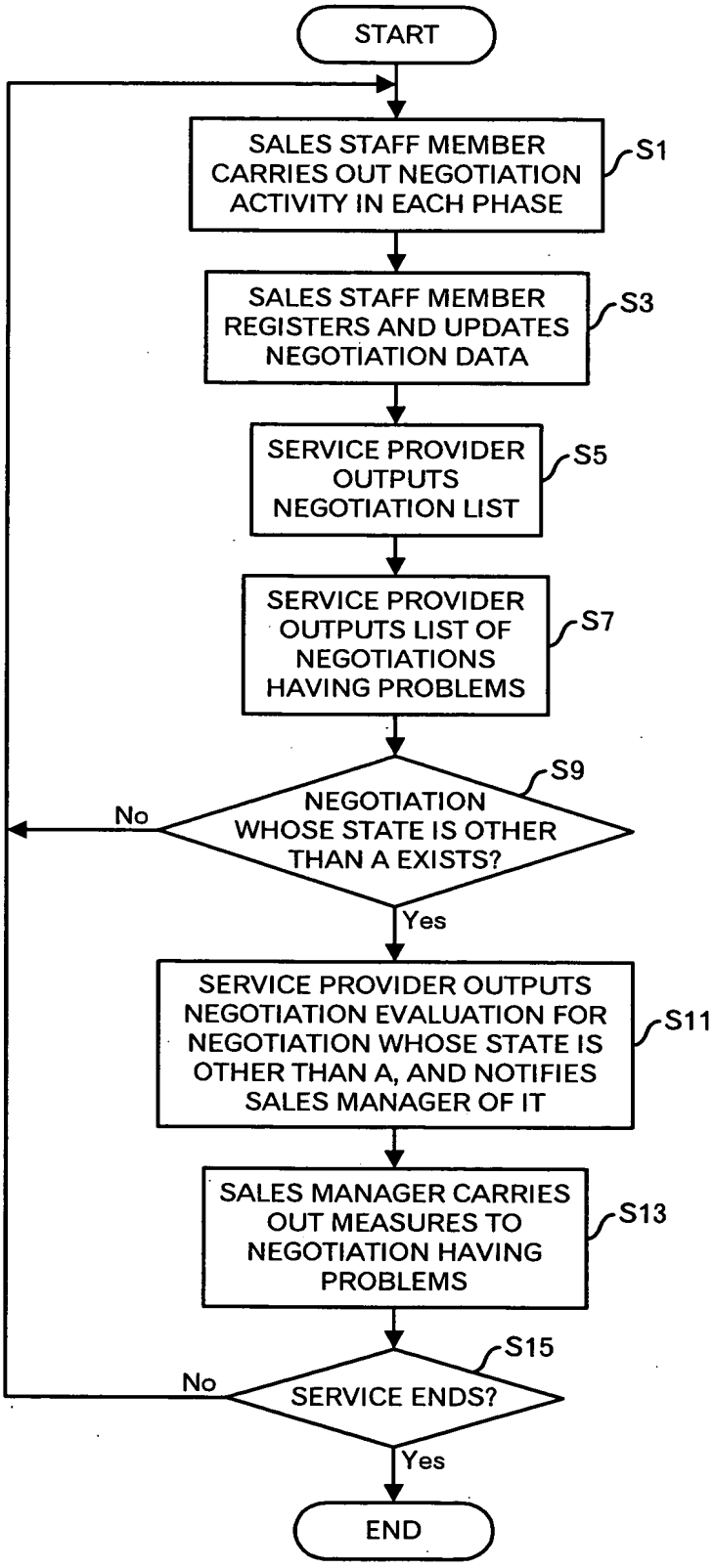
START
SALES STAFF MEMBER CARRIES OUT NEGOTIATION ACTIVITY IN EACH PHASE
S1
SALES STAFF MEMBER REGISTERS AND UPDATES NEGOTIATION DATA
S3
SERVICE PROVIDER OUTPUTS NEGOTIATION LIST
S5
SERVICE PROVIDER OUTPUTS LIST OF NEGOTIATIONS HAVING PROBLEMS
S7
NEGOTIATION WHOSE STATE IS OTHER THAN A EXISTS?
S9
No
Yes
SERVICE PROVIDER OUTPUTS NEGOTIATION EVALUATION FOR NEGOTIATION WHOSE STATE IS OTHER THAN A, AND NOTIFIES SALES MANAGER OF IT
S11
SALES MANAGER CARRIES OUT MEASURES TO NEGOTIATION HAVING PROBLEMS
S13
SERVICE ENDS?
S15
No
Yes
END

FIG.1

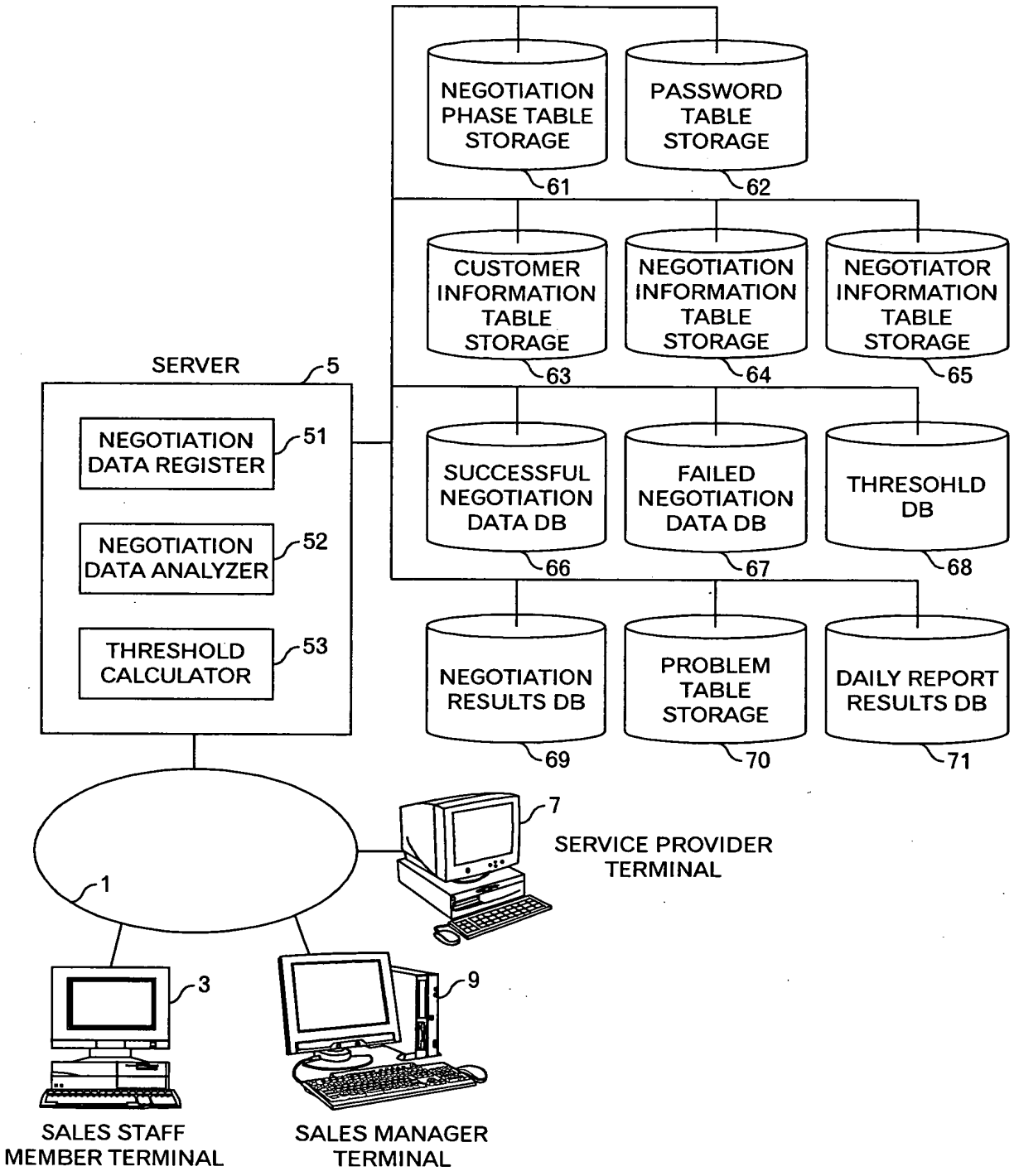
NEGOTIATION PHASE TABLE STORAGE
61
PASSWORD TABLE STORAGE
62
CUSTOMER INFORMATION TABLE STORAGE
63
NEGOTIATION INFORMATION TABLE STORAGE
64
NEGOTIATOR INFORMATION TABLE STORAGE
65
SERVER
5
NEGOTIATION DATA REGISTER
51
NEGOTIATION DATA ANALYZER
52
THRESHOLD CALCULATOR
53
SUCCESSFUL NEGOTIATION DATA DB
66
FAILED NEGOTIATION DATA DB
67
THRESOHLD DB
68
NEGOTIATION RESULTS DB
69
PROBLEM TABLE STORAGE
70
DAILY REPORT RESULTS DB
71
1
7
SERVICE PROVIDER TERMINAL
3
9
SALES STAFF MEMBER TERMINAL
SALES MANAGER TERMINAL

FIG.2

301 NEGOTIATION PHASE NO.	302 NEGOTIATION PHASE NAME	303 NEGOTIATION PHASE EXPLANATION
1	INITIAL CONTACT	....
2	RELATION ESTABLISHMENT	....
3	NEEDS GRASP	....
4	INITIAL PROPOSAL / DEMONSTRATION EXECUTION	....
5	DETAILS HEARING	....
6	RE-PROPOSAL	....
7	NEGOTIATION ON TERMS AND CONDITIONS	....
8	PRELIMINARY RECEIPT OF ORDER	....
9	RECEIPT OF ORDER	....

FIG.3

311 ID	312 PASSWORD	313 TYPE
A1234	5555	1

FIG.4

321 CUSTOMER ID	322 CUSTOMER NAME	323 NAME OF STAFF MEMBER	324 CUSTOMER ADDRESS	325 TEL NO. OF CUSTOMER	326 FAX NO. OF CUSTOMER	327 DELETION FLAG

FIG.5

331 NEGOTIATION NO.	332 CUSTOMER ID	333 STAFF MEMBER ID	334 START DATE OF NEGOTIATION	335 NEGOTIATION PHASE NO.	336 NEGOTIATION STATE	337 SUM OF NEGOTIATION	338 SUM OF ORDER	339 ORDER STATE	340 NEGOTIATION COMPLETION DATE	341 DELETION FLAG

FIG.6

371 DAILY REPORT NO.	372 NEGOTIATION NO.	373 NEGOTIATION PHASE NO.	374 VISIT DATE	375 STAY TIME	376 CONTENT OF EXECUTION	377 PROBLEM NO.1	378 PROBLEM NO.2	379 PROBLEM NO.3	380 PROBLEM NO.4	381 PROBLEM NO.5	382 PROBLEM NO.6	383 PROBLEM NO.7

FIG.13

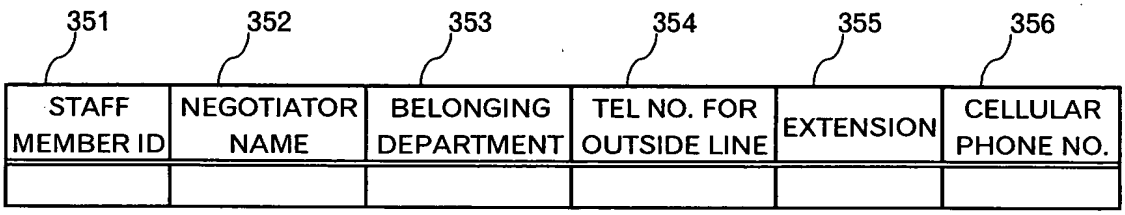
351
352
353
354
355
356
STAFF MEMBER ID
NEGOTIATOR NAME
BELONGING DEPARTMENT
TEL NO. FOR OUTSIDE LINE
EXTENSION
CELLULAR PHONE NO.

FIG.7

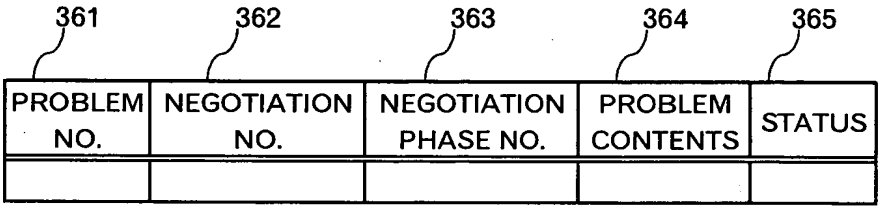
361
362
363
364
365
PROBLEM NO.
NEGOTIATION NO.
NEGOTIATION PHASE NO.
PROBLEM CONTENTS
STATUS

FIG.12

NO. OF SUCCESSFUL NEGOTIATIONS		
PHASE 1	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 2	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 3	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 4	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 5	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 6	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 7	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 8	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 9	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	

FIG.8

NO. OF FAILED NEGOTIATIONS		
PHASE 1	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 2	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 3	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 4	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 5	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 6	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 7	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 8	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 9	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	

FIG.9

PHASE 1	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 2	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 3	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 4	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 5	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 6	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 7	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 8	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 9	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	

FIG.10

NEGOTIATION NUMBER		
NEGOTIATION PHASE		
DATA OF LATEST PHASE CHANGE		
PHASE 1	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 2	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 3	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 4	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 5	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 6	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 7	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 8	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 9	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	

FIG.11

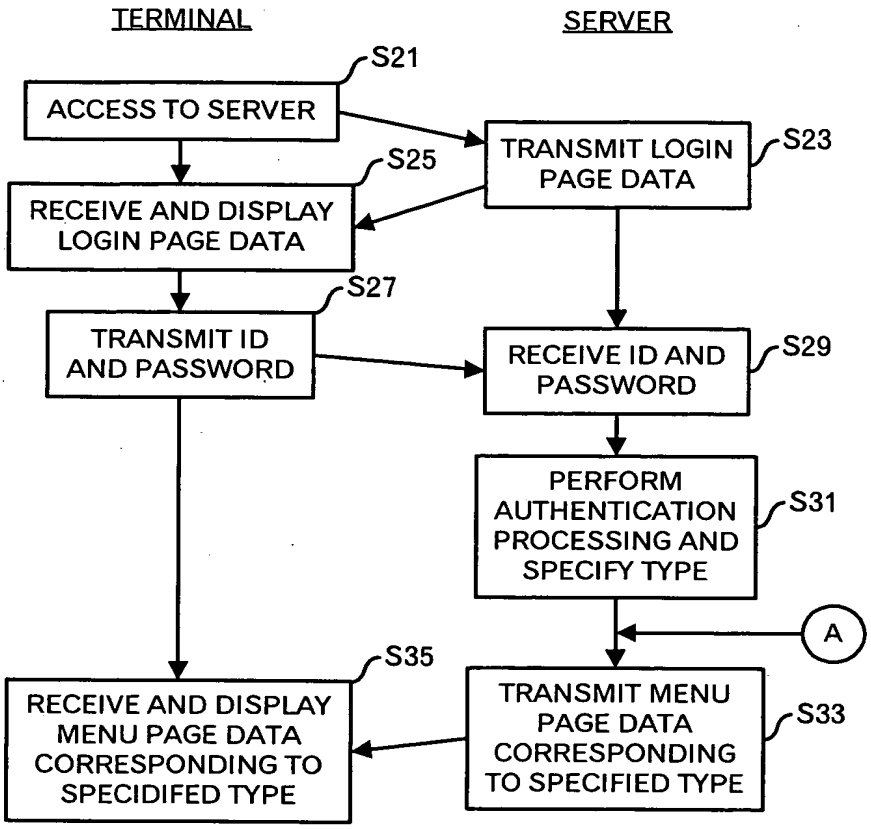
TERMINAL
SERVER
S21
ACCESS TO SERVER
TRANSMIT LOGIN PAGE DATA
S23
S25
RECEIVE AND DISPLAY LOGIN PAGE DATA
S27
TRANSMIT ID AND PASSWORD
RECEIVE ID AND PASSWORD
S29
PERFORM AUTHENTICATION PROCESSING AND SPECIFY TYPE
S31
A
S35
RECEIVE AND DISPLAY MENU PAGE DATA CORRESPONDING TO SPECIDIFED TYPE
TRANSMIT MENU PAGE DATA CORRESPONDING TO SPECIFIED TYPE
S33

FIG.14

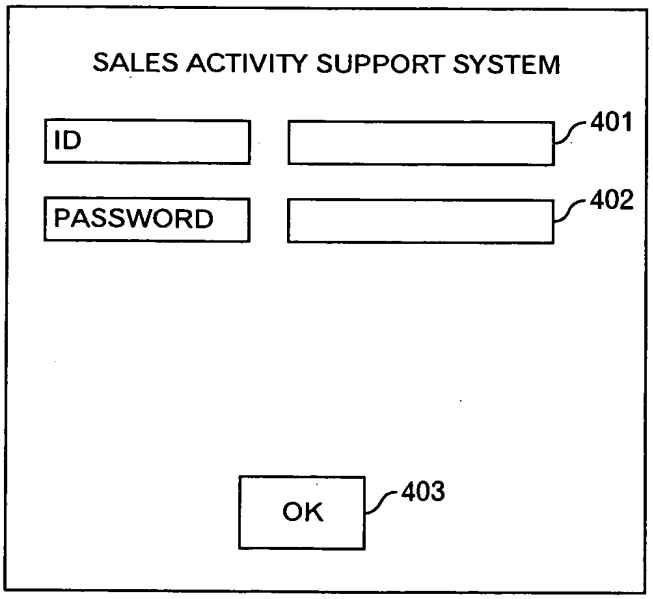
SALES ACTIVITY SUPPORT SYSTEM
ID
401
PASSWORD
402
OK
403

FIG.15

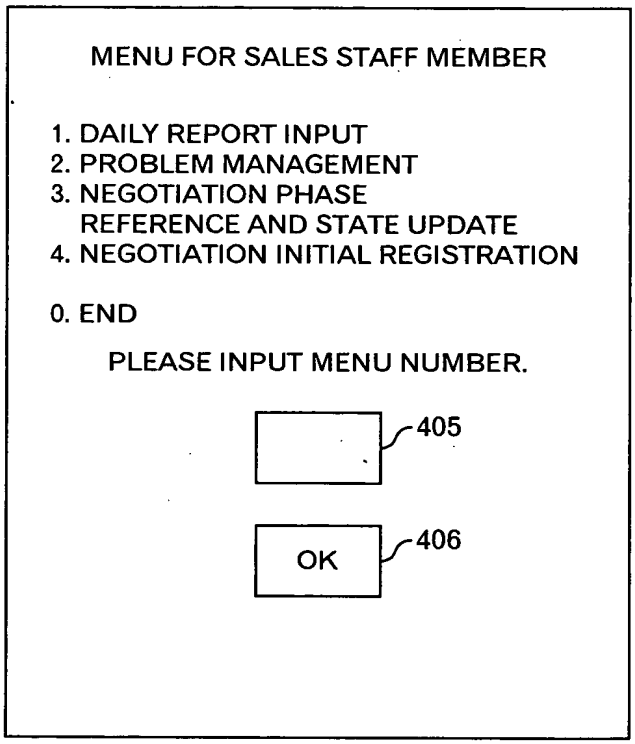
MENU FOR SALES STAFF MEMBER
1. DAILY REPORT INPUT
2. PROBLEM MANAGEMENT
3. NEGOTIATION PHASE
REFERENCE AND STATE UPDATE
4. NEGOTIATION INITIAL REGISTRATION
0. END
PLEASE INPUT MENU NUMBER.
405
OK
406

FIG.16

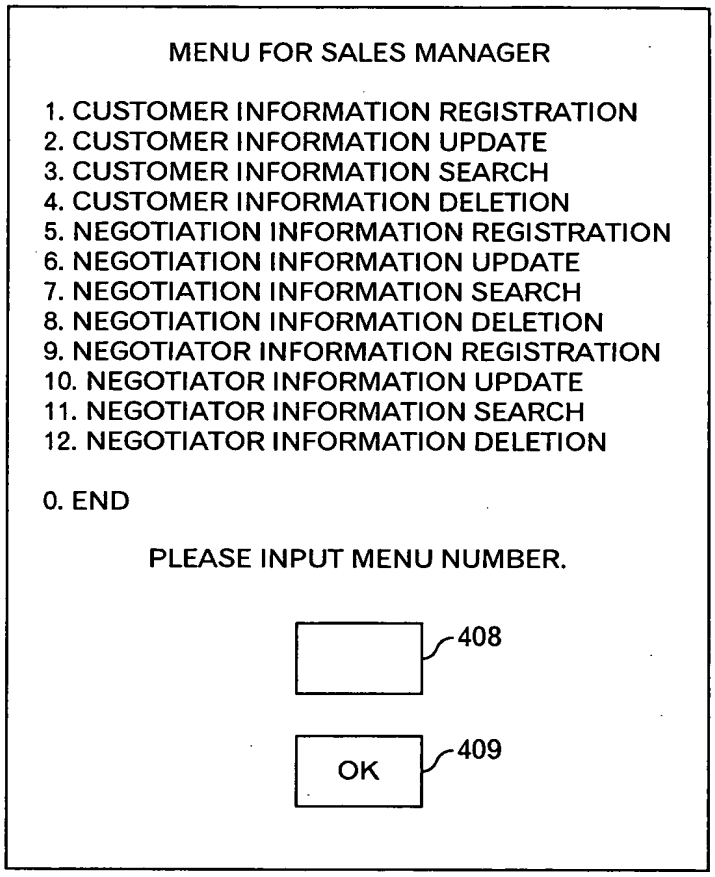
MENU FOR SALES MANAGER
1. CUSTOMER INFORMATION REGISTRATION
2. CUSTOMER INFORMATION UPDATE
3. CUSTOMER INFORMATION SEARCH
4. CUSTOMER INFORMATION DELETION
5. NEGOTIATION INFORMATION REGISTRATION
6. NEGOTIATION INFORMATION UPDATE
7. NEGOTIATION INFORMATION SEARCH
8. NEGOTIATION INFORMATION DELETION
9. NEGOTIATOR INFORMATION REGISTRATION
10. NEGOTIATOR INFORMATION UPDATE
11. NEGOTIATOR INFORMATION SEARCH
12. NEGOTIATOR INFORMATION DELETION
0. END
PLEASE INPUT MENU NUMBER.
408
OK
409

FIG.17

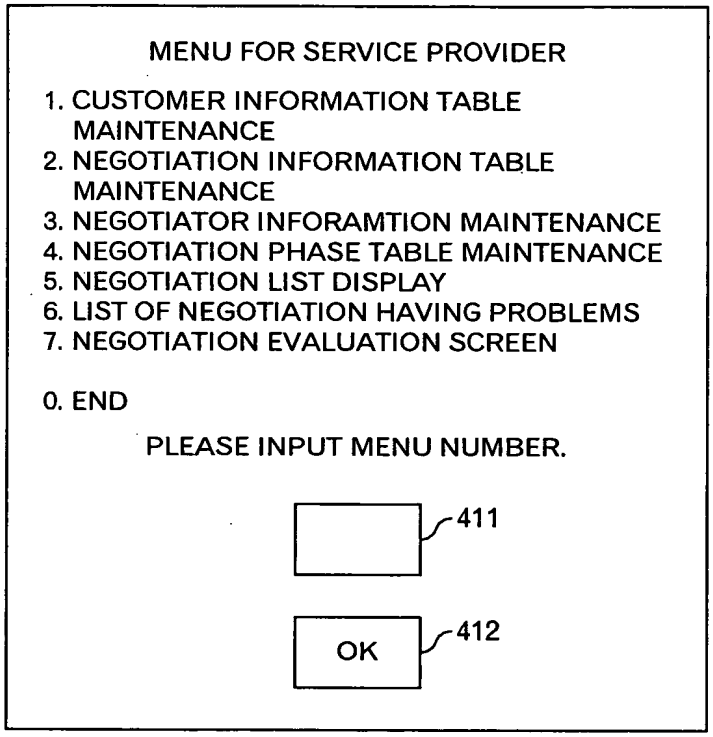
MENU FOR SERVICE PROVIDER
1. CUSTOMER INFORMATION TABLE MAINTENANCE
2. NEGOTIATION INFORMATION TABLE MAINTENANCE
3. NEGOTIATOR INFORAMTION MAINTENANCE
4. NEGOTIATION PHASE TABLE MAINTENANCE
5. NEGOTIATION LIST DISPLAY
6. LIST OF NEGOTIATION HAVING PROBLEMS
7. NEGOTIATION EVALUATION SCREEN
0. END
PLEASE INPUT MENU NUMBER.
411
OK
412

FIG.18

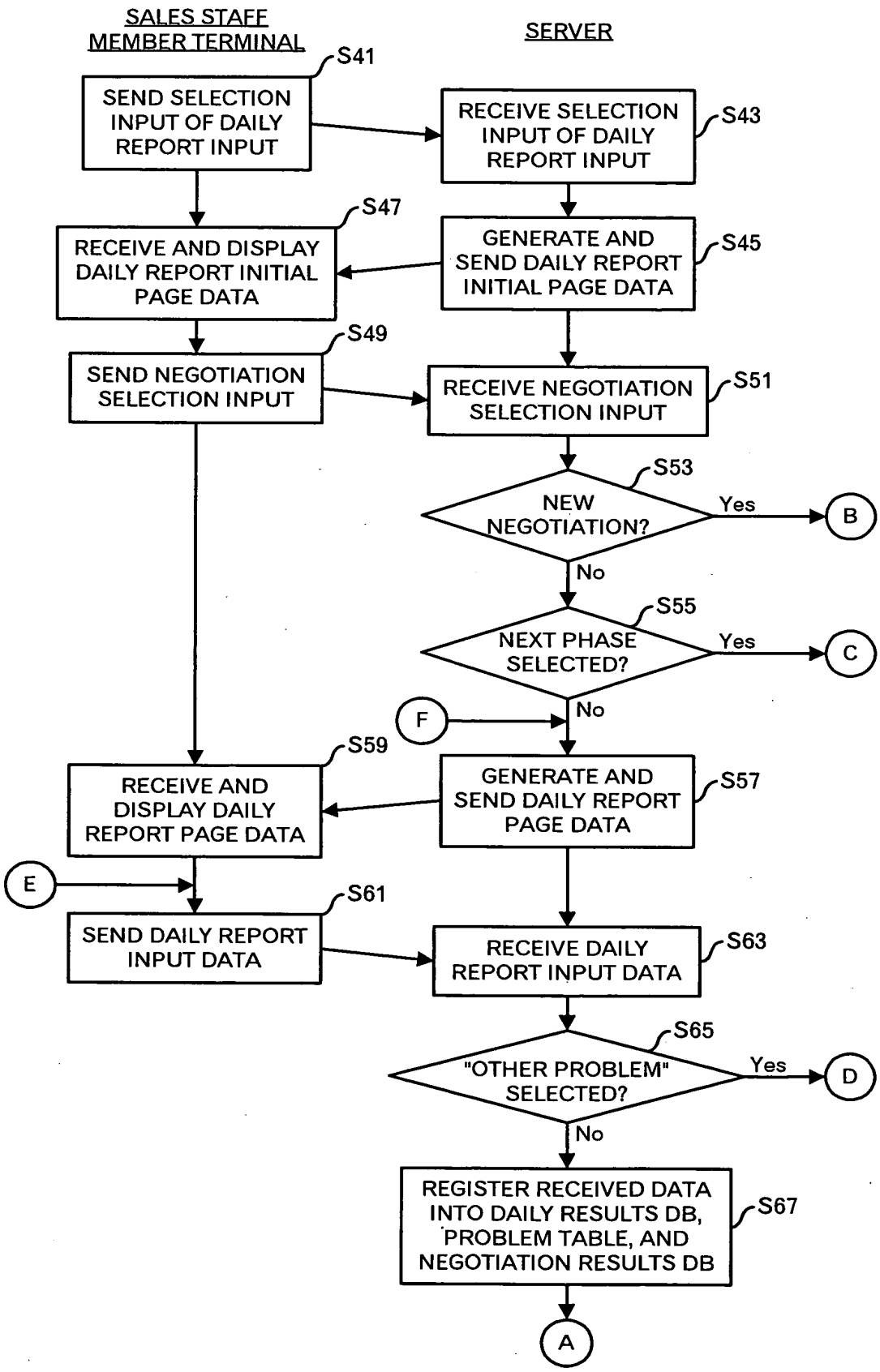
SALES STAFF MEMBER TERMINAL
SERVER
S41
SEND SELECTION INPUT OF DAILY REPORT INPUT
S43
RECEIVE SELECTION INPUT OF DAILY REPORT INPUT
S47
RECEIVE AND DISPLAY DAILY REPORT INITIAL PAGE DATA
S45
GENERATE AND SEND DAILY REPORT INITIAL PAGE DATA
S49
SEND NEGOTIATION SELECTION INPUT
S51
RECEIVE NEGOTIATION SELECTION INPUT
S53
NEW NEGOTIATION?
Yes
B
No
S55
NEXT PHASE SELECTED?
Yes
C
No
F
S59
RECEIVE AND DISPLAY DAILY REPORT PAGE DATA
S57
GENERATE AND SEND DAILY REPORT PAGE DATA
E
S61
SEND DAILY REPORT INPUT DATA
S63
RECEIVE DAILY REPORT INPUT DATA
S65
"OTHER PROBLEM" SELECTED?
Yes
D
No
S67
REGISTER RECEIVED DATA INTO DAILY RESULTS DB, PROBLEM TABLE, AND NEGOTIATION RESULTS DB
A

FIG.19

DAILY REPORT INPUT PROCESSING

PLEASE SELECT NEGOTIATION TO BE UPDATED FROM FOLLOWING ITEMS.

No (421)	CURRENT PHASE (422)	No (423)	NEXT PHASE (424)	NEGOTIATION NAME (425)
1	RELATION ESTABLISHMENT	2	NEEDS GRASP	A SYSTEM INTRODUCTION
3		4		
5		6		
7		8		
9		10		
11		12		
13		14		
15		16		

PLEASE INPUT THE NUMBER.
(0 MEANS "RETURN TO MENU".)
(17 MEANS "NEW NEGOTIATION".)

[ ] 426

OK 427

FIG.20

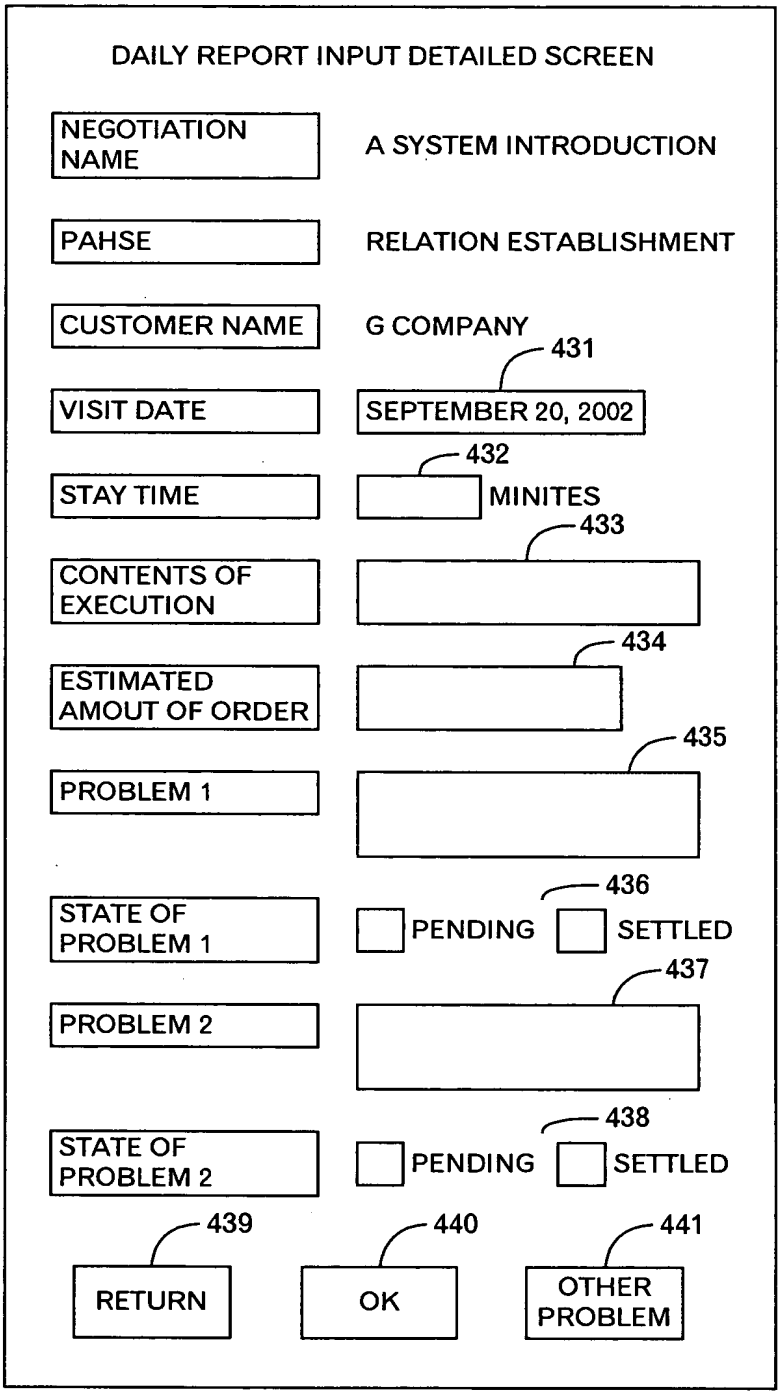
DAILY REPORT INPUT DETAILED SCREEN
NEGOTIATION NAME
A SYSTEM INTRODUCTION
PAHSE
RELATION ESTABLISHMENT
CUSTOMER NAME
G COMPANY
431
VISIT DATE
SEPTEMBER 20, 2002
432
STAY TIME
MINITES
433
CONTENTS OF EXECUTION
434
ESTIMATED AMOUT OF ORDER
435
PROBLEM 1
436
STATE OF PROBLEM 1
PENDING
SETTLED
437
PROBLEM 2
438
STATE OF PROBLEM 2
PENDING
SETTLED
439
RETURN
440
OK
441
OTHER PROBLEM

FIG.21

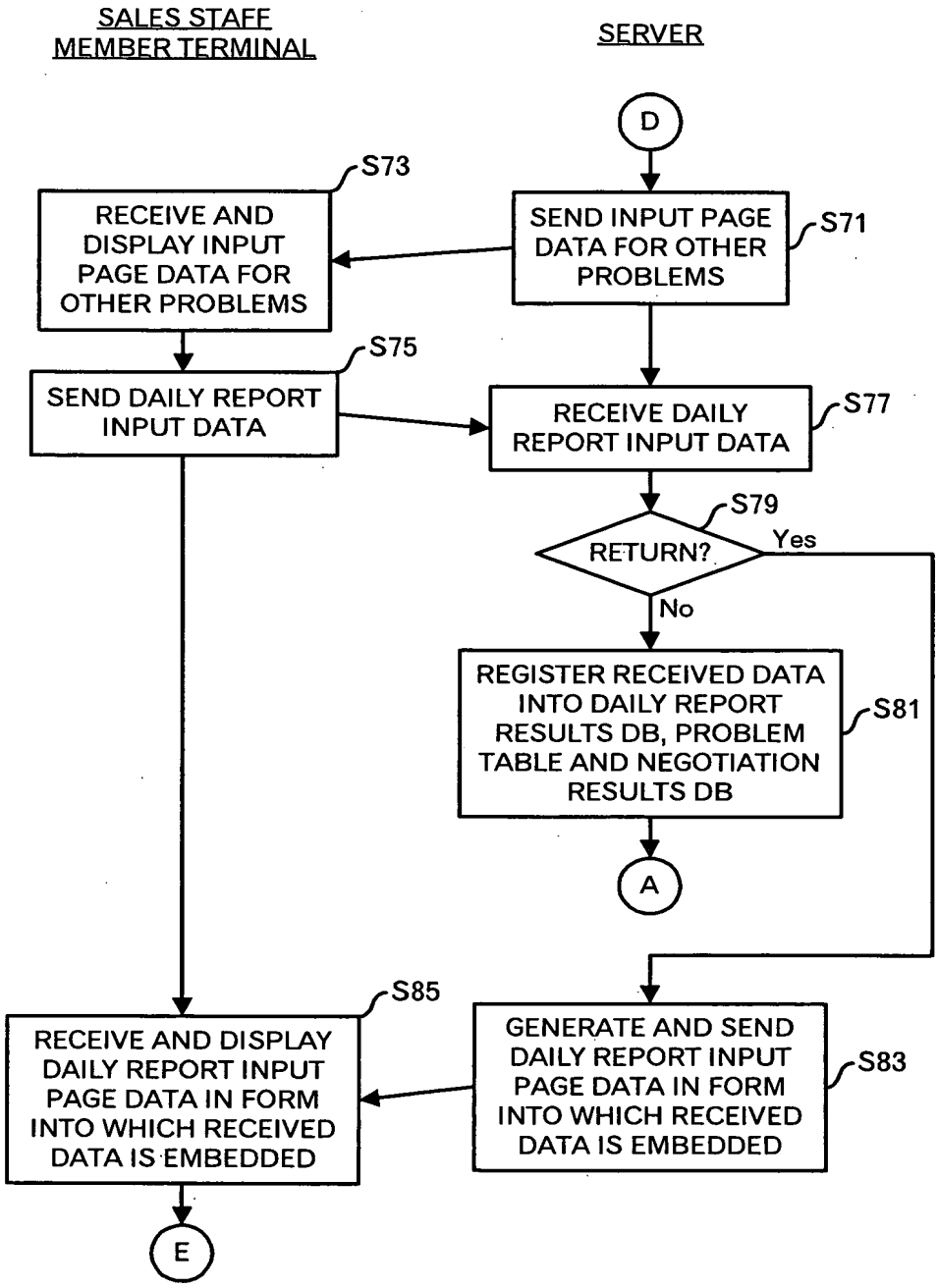
SALES STAFF MEMBER TERMINAL
SERVER
D
S73
RECEIVE AND DISPLAY INPUT PAGE DATA FOR OTHER PROBLEMS
SEND INPUT PAGE DATA FOR OTHER PROBLEMS
S71
S75
SEND DAILY REPORT INPUT DATA
RECEIVE DAILY REPORT INPUT DATA
S77
S79
RETURN?
Yes
No
REGISTER RECEIVED DATA INTO DAILY REPORT RESULTS DB, PROBLEM TABLE AND NEGOTIATION RESULTS DB
S81
A
S85
RECEIVE AND DISPLAY DAILY REPORT INPUT PAGE DATA IN FORM INTO WHICH RECEIVED DATA IS EMBEDDED
GENERATE AND SEND DAILY REPORT INPUT PAGE DATA IN FORM INTO WHICH RECEIVED DATA IS EMBEDDED
S83
E

FIG.22

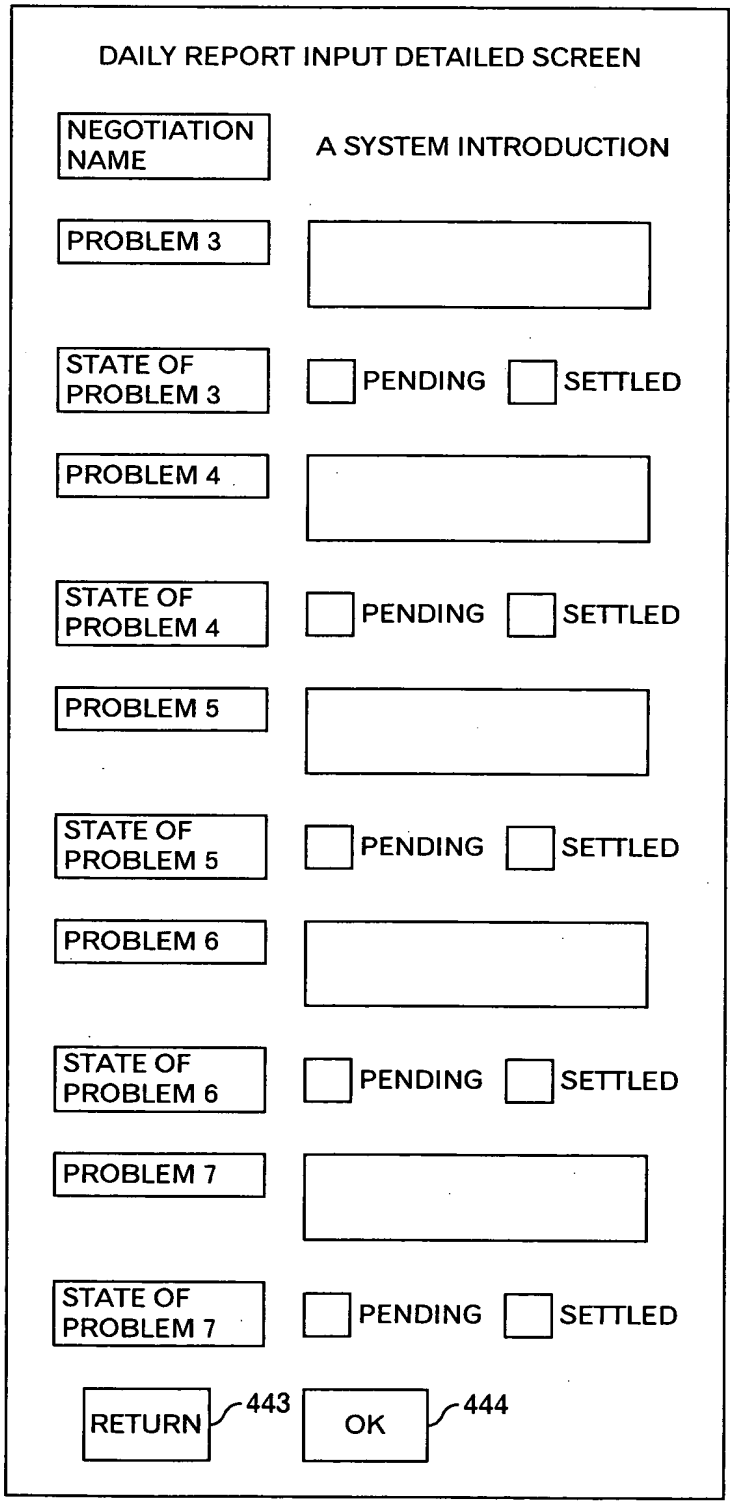
DAILY REPORT INPUT DETAILED SCREEN
NEGOTIATION NAME
A SYSTEM INTRODUCTION
PROBLEM 3
STATE OF PROBLEM 3
PENDING
SETTLED
PROBLEM 4
STATE OF PROBLEM 4
PENDING
SETTLED
PROBLEM 5
STATE OF PROBLEM 5
PENDING
SETTLED
PROBLEM 6
STATE OF PROBLEM 6
PENDING
SETTLED
PROBLEM 7
STATE OF PROBLEM 7
PENDING
SETTLED
RETURN
443
OK
444

FIG.23

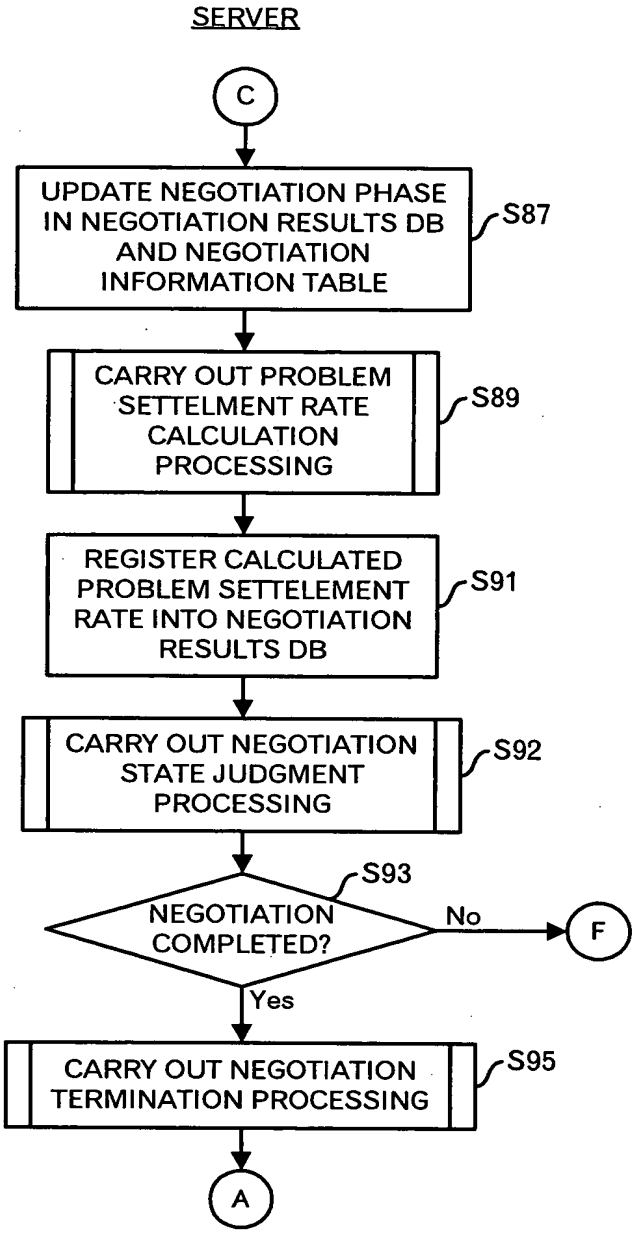
SERVER
C
UPDATE NEGOTIATION PHASE IN NEGOTIATION RESULTS DB AND NEGOTIATION INFORMATION TABLE
S87
CARRY OUT PROBLEM SETTELMENT RATE CALCULATION PROCESSING
S89
REGISTER CALCULATED PROBLEM SETTELEMENT RATE INTO NEGOTIATION RESULTS DB
S91
CARRY OUT NEGOTIATION STATE JUDGMENT PROCESSING
S92
S93
NEGOTIATION COMPLETED?
No
F
Yes
CARRY OUT NEGOTIATION TERMINATION PROCESSING
S95
A

FIG.24

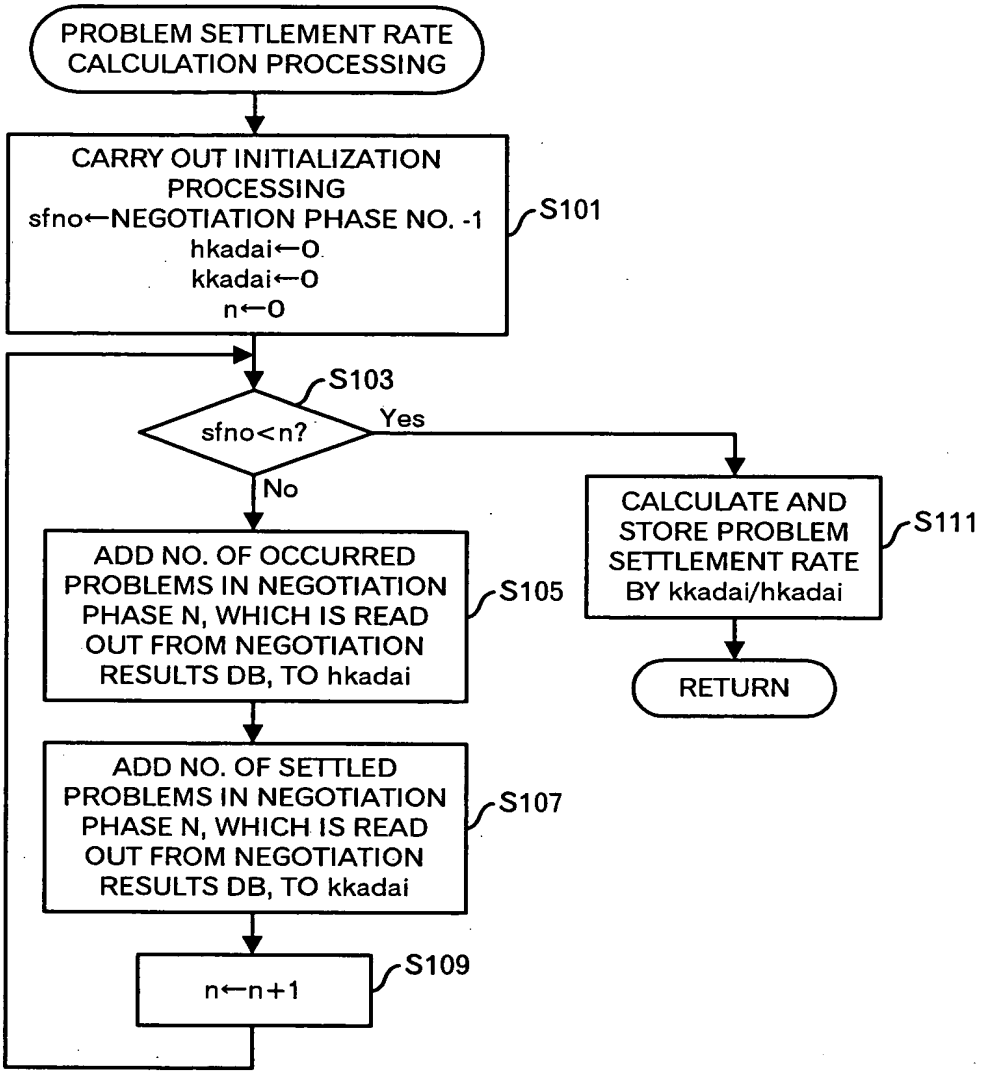
PROBLEM SETTLEMENT RATE CALCULATION PROCESSING
CARRY OUT INITIALIZATION PROCESSING
sfno←NEGOTIATION PHASE NO. -1
hkadai←0
kkadai←0
n←0
S101
S103
sfno<n?
Yes
No
CALCULATE AND STORE PROBLEM SETTLEMENT RATE BY kkadai/hkadai
S111
RETURN
ADD NO. OF OCCURRED PROBLEMS IN NEGOTIATION PHASE N, WHICH IS READ OUT FROM NEGOTIATION RESULTS DB, TO hkadai
S105
ADD NO. OF SETTLED PROBLEMS IN NEGOTIATION PHASE N, WHICH IS READ OUT FROM NEGOTIATION RESULTS DB, TO kkadai
S107
n←n+1
S109

FIG.25

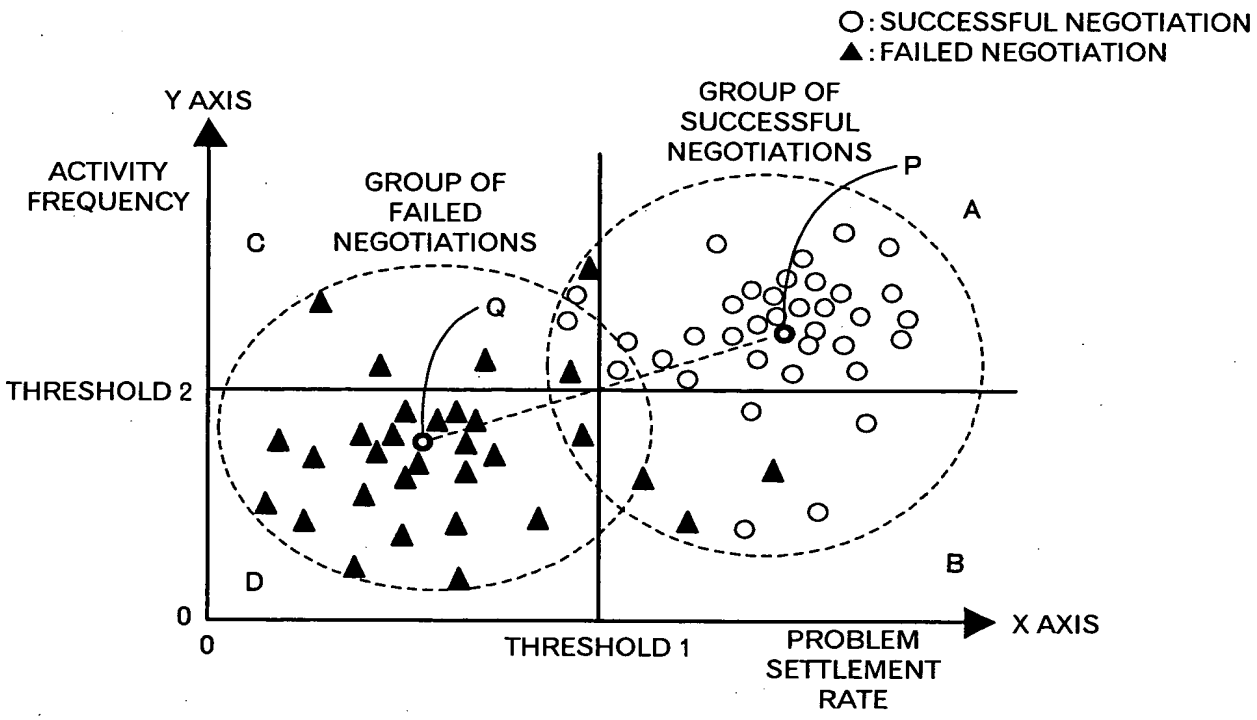
○: SUCCESSFUL NEGOTIATION
▲: FAILED NEGOTIATION
Y AXIS
ACTIVITY FREQUENCY
GROUP OF SUCCESSFUL NEGOTIATIONS
GROUP OF FAILED NEGOTIATIONS
P
Q
A
B
C
D
THRESHOLD 2
THRESHOLD 1
0
0
X AXIS
PROBLEM SETTLEMENT RATE

FIG.26

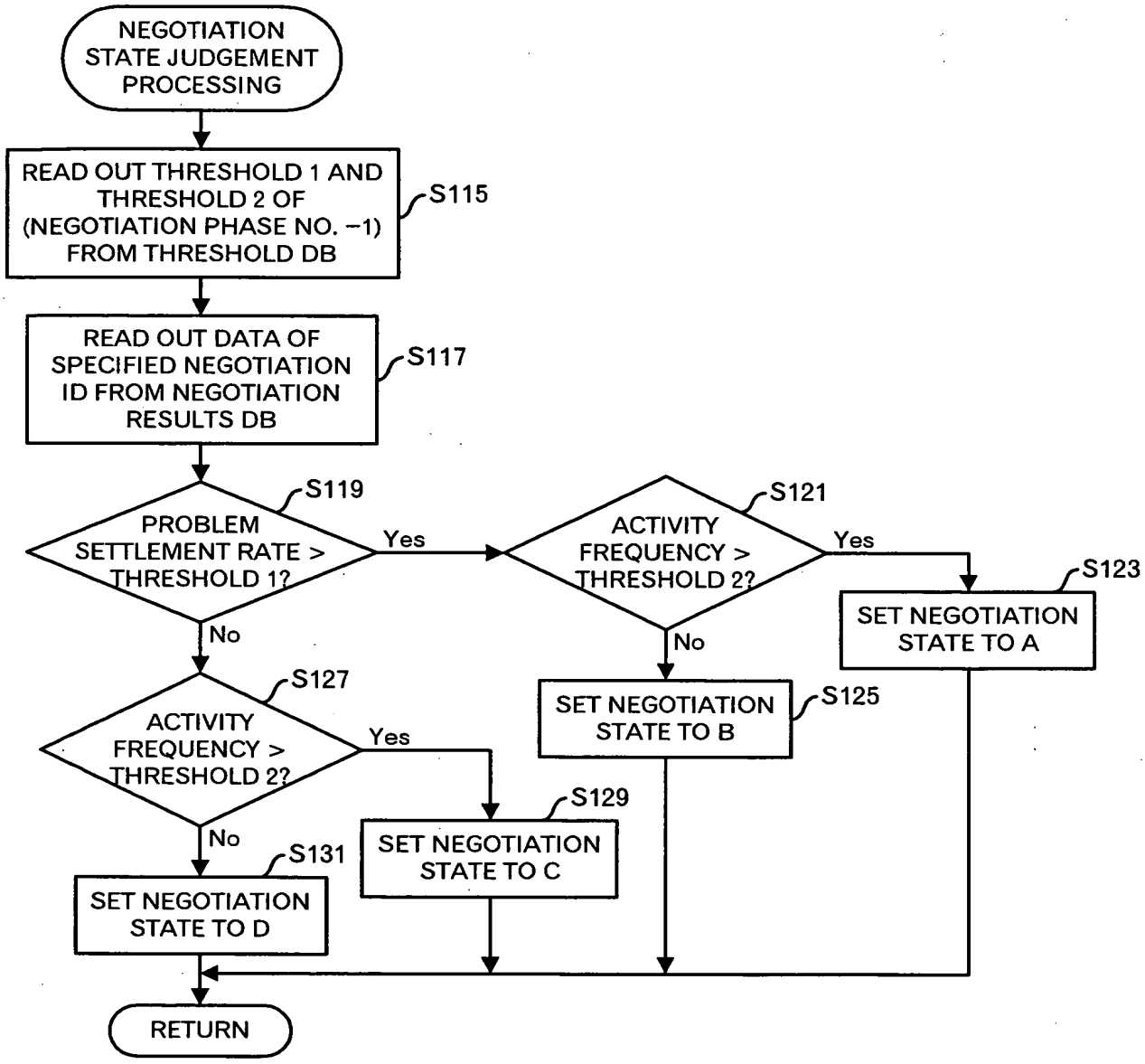
NEGOTIATION STATE JUDGEMENT PROCESSING
READ OUT THRESHOLD 1 AND THRESHOLD 2 OF (NEGOTIATION PHASE NO. −1) FROM THRESHOLD DB
S115
READ OUT DATA OF SPECIFIED NEGOTIATION ID FROM NEGOTIATION RESULTS DB
S117
PROBLEM SETTLEMENT RATE > THRESHOLD 1?
S119
Yes
ACTIVITY FREQUENCY > THRESHOLD 2?
S121
Yes
SET NEGOTIATION STATE TO A
S123
No
SET NEGOTIATION STATE TO B
S125
No
ACTIVITY FREQUENCY > THRESHOLD 2?
S127
Yes
SET NEGOTIATION STATE TO C
S129
No
SET NEGOTIATION STATE TO D
S131
RETURN

FIG.27

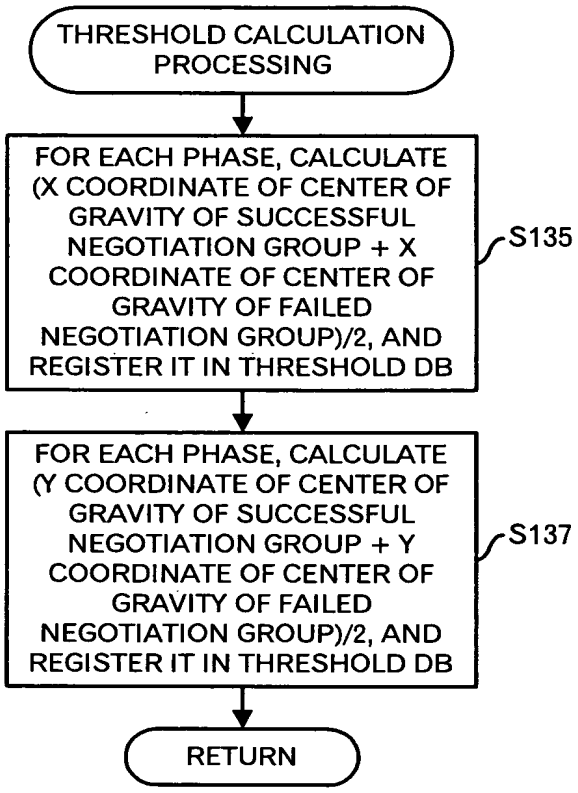
THRESHOLD CALCULATION PROCESSING
FOR EACH PHASE, CALCULATE (X COORDINATE OF CENTER OF GRAVITY OF SUCCESSFUL NEGOTIATION GROUP + X COORDINATE OF CENTER OF GRAVITY OF FAILED NEGOTIATION GROUP)/2, AND REGISTER IT IN THRESHOLD DB
S135
FOR EACH PHASE, CALCULATE (Y COORDINATE OF CENTER OF GRAVITY OF SUCCESSFUL NEGOTIATION GROUP + Y COORDINATE OF CENTER OF GRAVITY OF FAILED NEGOTIATION GROUP)/2, AND REGISTER IT IN THRESHOLD DB
S137
RETURN

FIG.28

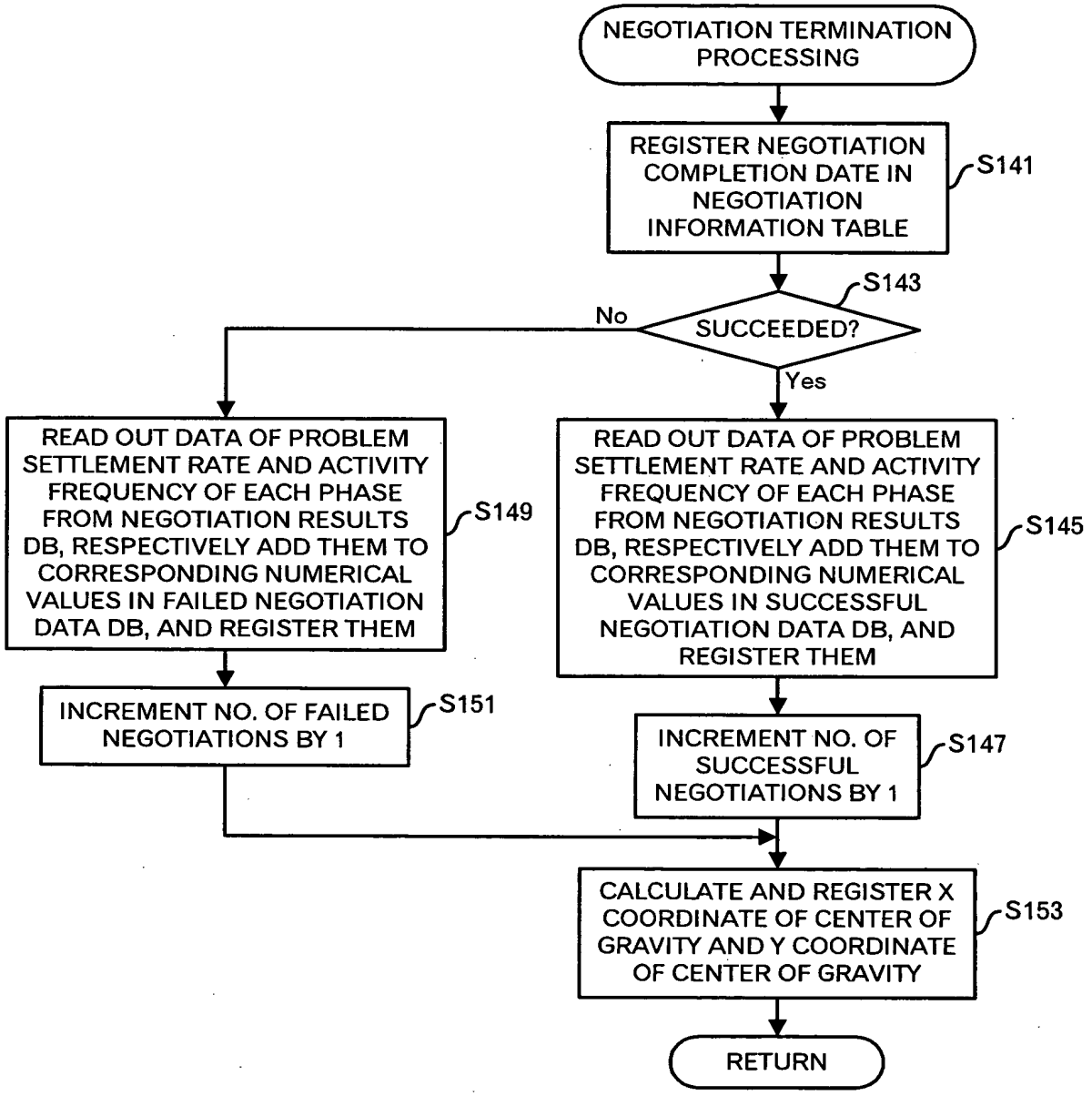
NEGOTIATION TERMINATION PROCESSING
REGISTER NEGOTIATION COMPLETION DATE IN NEGOTIATION INFORMATION TABLE
S141
S143
SUCCEEDED?
No
Yes
READ OUT DATA OF PROBLEM SETTLEMENT RATE AND ACTIVITY FREQUENCY OF EACH PHASE FROM NEGOTIATION RESULTS DB, RESPECTIVELY ADD THEM TO CORRESPONDING NUMERICAL VALUES IN FAILED NEGOTIATION DATA DB, AND REGISTER THEM
S149
READ OUT DATA OF PROBLEM SETTLEMENT RATE AND ACTIVITY FREQUENCY OF EACH PHASE FROM NEGOTIATION RESULTS DB, RESPECTIVELY ADD THEM TO CORRESPONDING NUMERICAL VALUES IN SUCCESSFUL NEGOTIATION DATA DB, AND REGISTER THEM
S145
INCREMENT NO. OF FAILED NEGOTIATIONS BY 1
S151
INCREMENT NO. OF SUCCESSFUL NEGOTIATIONS BY 1
S147
CALCULATE AND REGISTER X COORDINATE OF CENTER OF GRAVITY AND Y COORDINATE OF CENTER OF GRAVITY
S153
RETURN

FIG.29

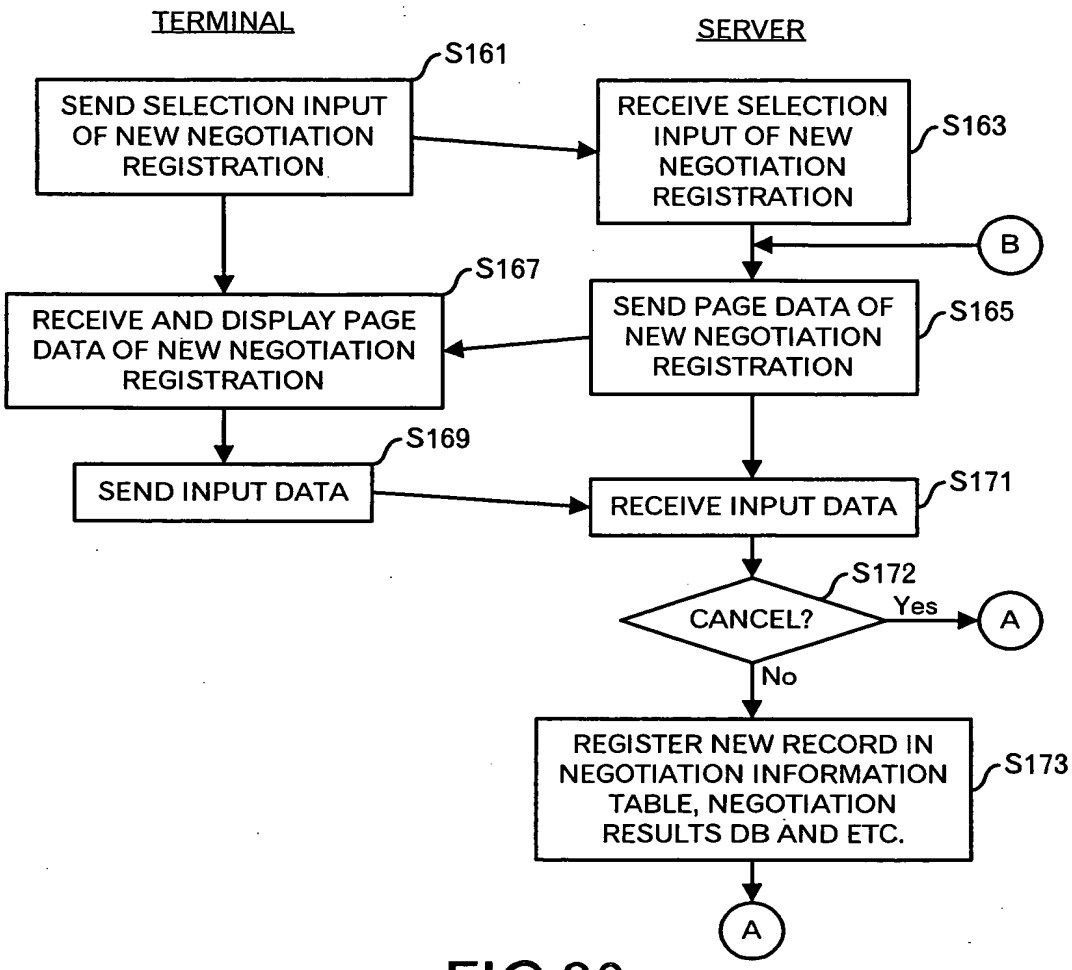
TERMINAL
SERVER
S161
SEND SELECTION INPUT OF NEW NEGOTIATION REGISTRATION
RECEIVE SELECTION INPUT OF NEW NEGOTIATION REGISTRATION
S163
B
S167
RECEIVE AND DISPLAY PAGE DATA OF NEW NEGOTIATION REGISTRATION
SEND PAGE DATA OF NEW NEGOTIATION REGISTRATION
S165
S169
SEND INPUT DATA
RECEIVE INPUT DATA
S171
S172
CANCEL?
Yes
A
No
REGISTER NEW RECORD IN NEGOTIATION INFORMATION TABLE, NEGOTIATION RESULTS DB AND ETC.
S173
A

FIG.30

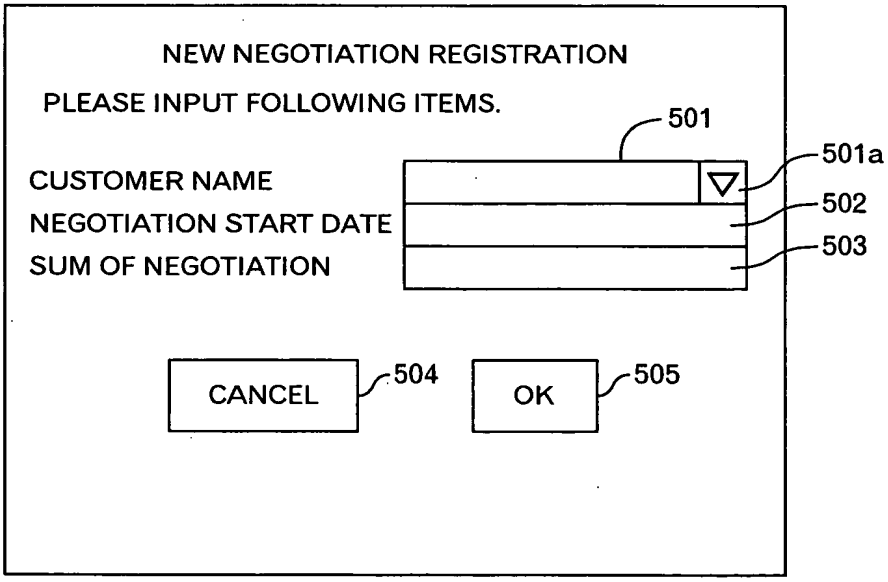
NEW NEGOTIATION REGISTRATION
PLEASE INPUT FOLLOWING ITEMS.
501
CUSTOMER NAME
501a
NEGOTIATION START DATE
502
SUM OF NEGOTIATION
503
CANCEL
504
OK
505

FIG.31

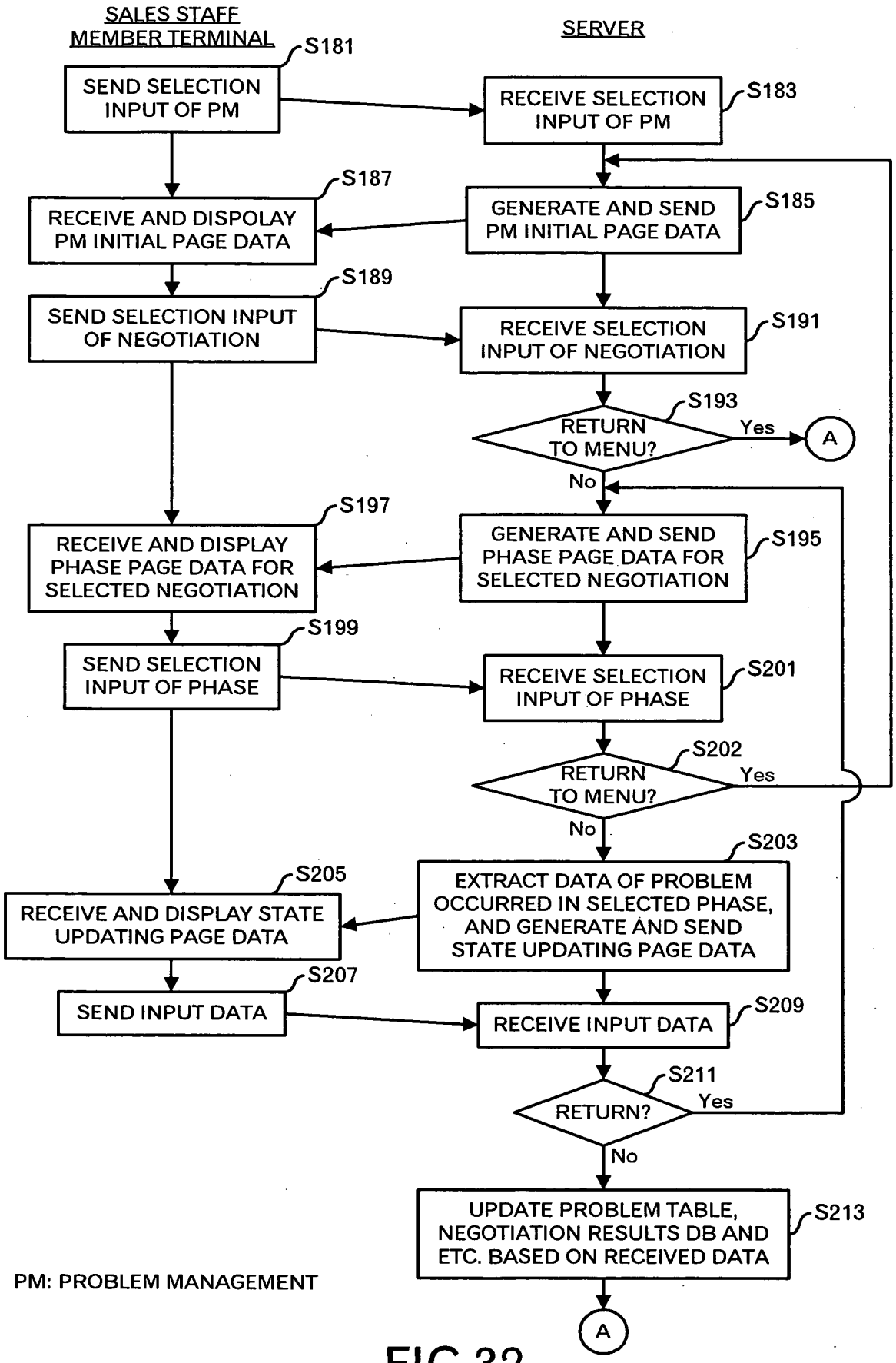
SALES STAFF MEMBER TERMINAL
SERVER
S181
SEND SELECTION INPUT OF PM
S183
RECEIVE SELECTION INPUT OF PM
S187
RECEIVE AND DISPOLAY PM INITIAL PAGE DATA
S185
GENERATE AND SEND PM INITIAL PAGE DATA
S189
SEND SELECTION INPUT OF NEGOTIATION
S191
RECEIVE SELECTION INPUT OF NEGOTIATION
S193
RETURN TO MENU?
Yes
A
No
S197
RECEIVE AND DISPLAY PHASE PAGE DATA FOR SELECTED NEGOTIATION
S195
GENERATE AND SEND PHASE PAGE DATA FOR SELECTED NEGOTIATION
S199
SEND SELECTION INPUT OF PHASE
S201
RECEIVE SELECTION INPUT OF PHASE
S202
RETURN TO MENU?
Yes
No
S203
EXTRACT DATA OF PROBLEM OCCURRED IN SELECTED PHASE, AND GENERATE AND SEND STATE UPDATING PAGE DATA
S205
RECEIVE AND DISPLAY STATE UPDATING PAGE DATA
S207
SEND INPUT DATA
S209
RECEIVE INPUT DATA
S211
RETURN?
Yes
No
S213
UPDATE PROBLEM TABLE, NEGOTIATION RESULTS DB AND ETC. BASED ON RECEIVED DATA
A
PM: PROBLEM MANAGEMENT

FIG.32

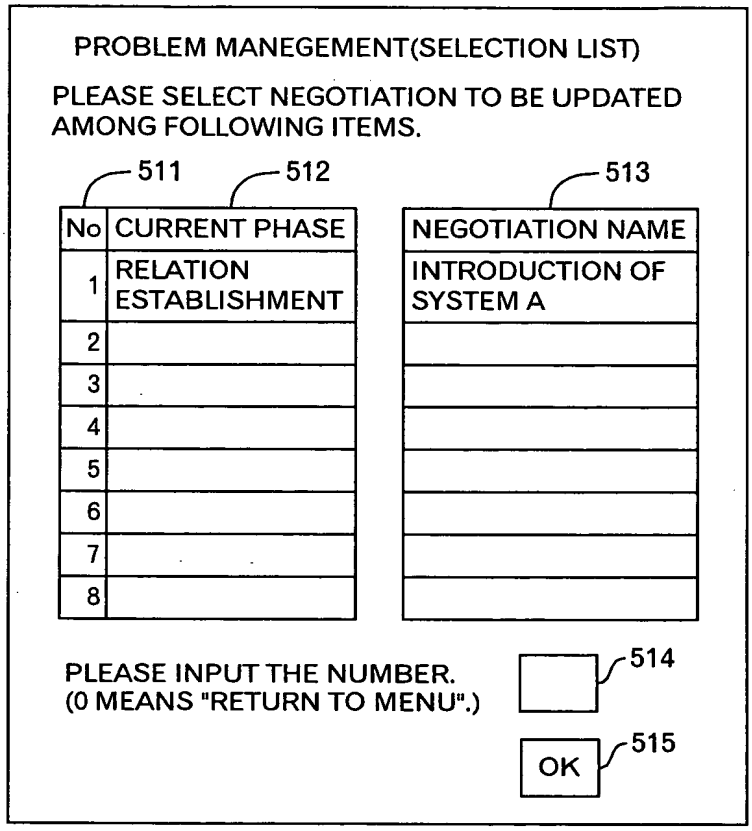
PROBLEM MANEGEMENT(SELECTION LIST)
PLEASE SELECT NEGOTIATION TO BE UPDATED AMONG FOLLOWING ITEMS.
511
512
513
No
CURRENT PHASE
NEGOTIATION NAME
1
RELATION ESTABLISHMENT
INTRODUCTION OF SYSTEM A
2
3
4
5
6
7
8
PLEASE INPUT THE NUMBER.
(0 MEANS "RETURN TO MENU".)
514
OK
515

FIG.33

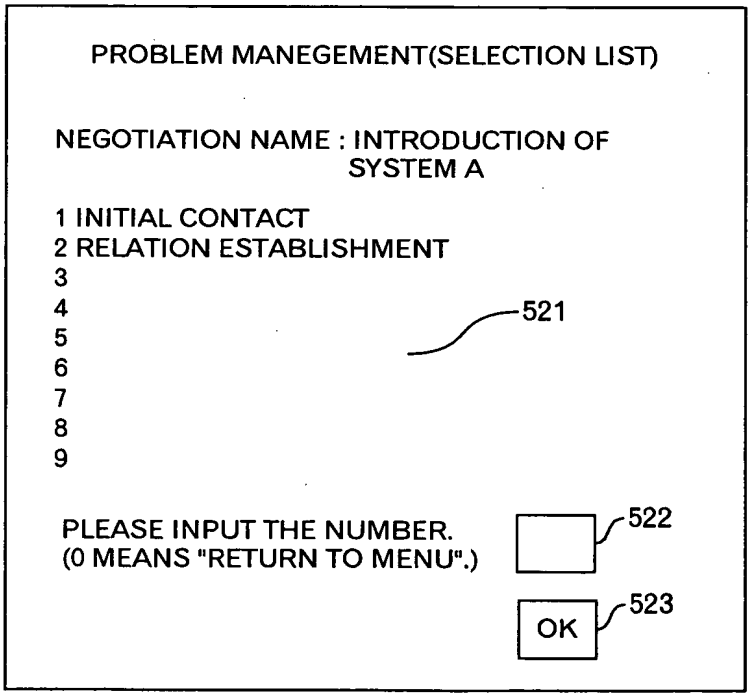
PROBLEM MANEGEMENT(SELECTION LIST)
NEGOTIATION NAME : INTRODUCTION OF SYSTEM A
1 INITIAL CONTACT
2 RELATION ESTABLISHMENT
3
4
5
6
7
8
9
521
PLEASE INPUT THE NUMBER.
(0 MEANS "RETURN TO MENU".)
522
OK
523

FIG.34

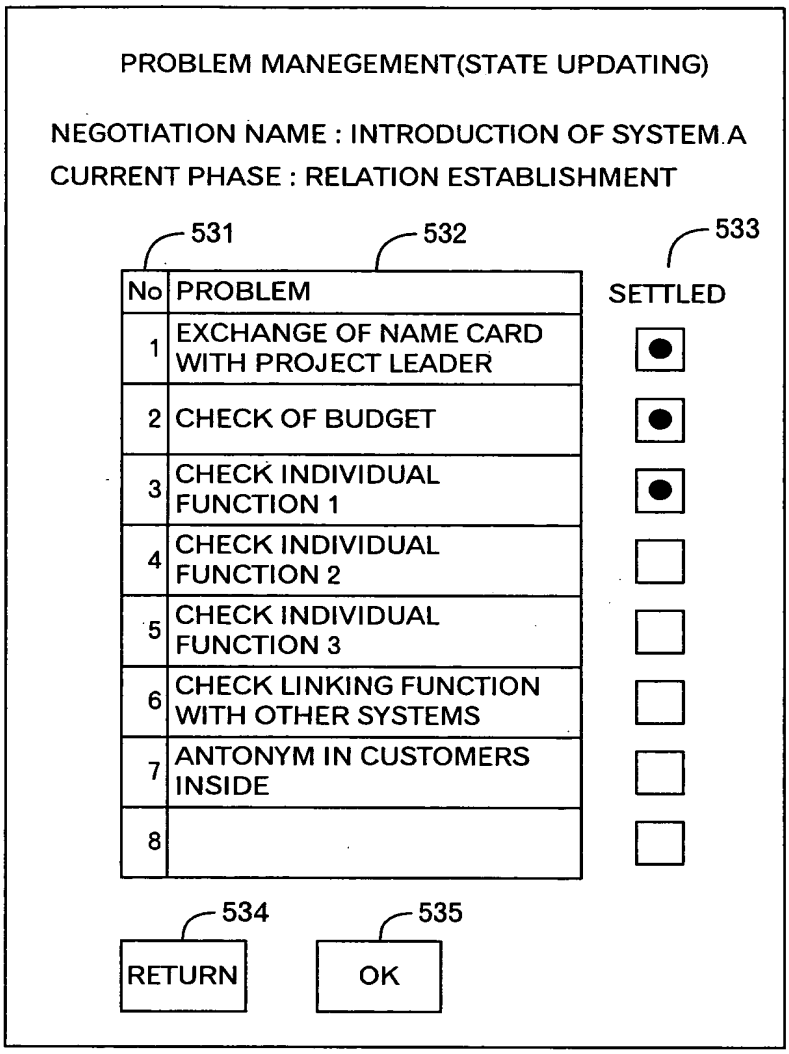
PROBLEM MANEGEMENT(STATE UPDATING)
NEGOTIATION NAME : INTRODUCTION OF SYSTEM A
CURRENT PHASE : RELATION ESTABLISHMENT
531
532
533
No
PROBLEM
SETTLED
1
EXCHANGE OF NAME CARD WITH PROJECT LEADER
2
CHECK OF BUDGET
3
CHECK INDIVIDUAL FUNCTION 1
4
CHECK INDIVIDUAL FUNCTION 2
5
CHECK INDIVIDUAL FUNCTION 3
6
CHECK LINKING FUNCTION WITH OTHER SYSTEMS
7
ANTONYM IN CUSTOMERS INSIDE
8
534
535
RETURN
OK

FIG.35

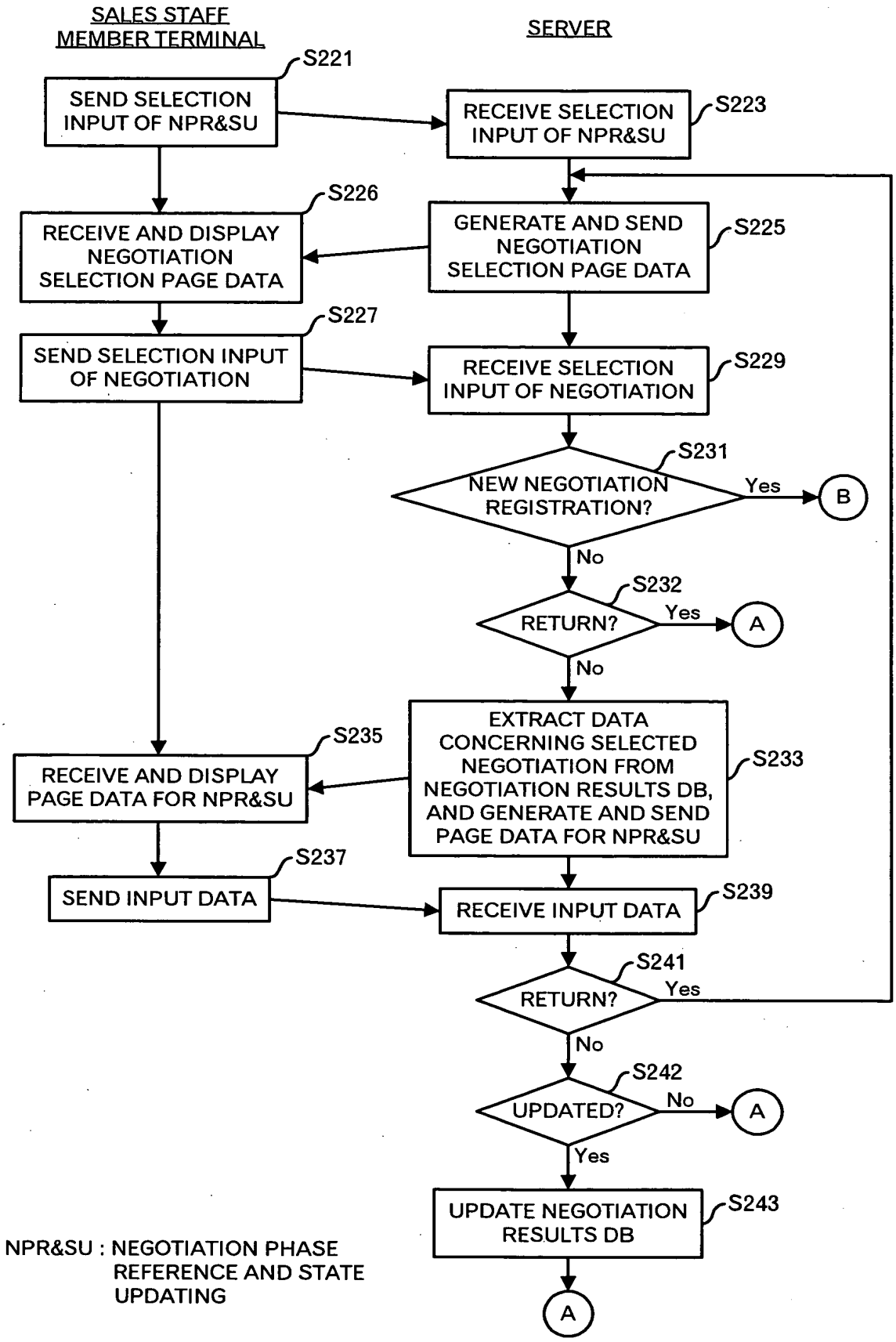
SALES STAFF MEMBER TERMINAL
SERVER
S221
SEND SELECTION INPUT OF NPR&SU
S223
RECEIVE SELECTION INPUT OF NPR&SU
S226
RECEIVE AND DISPLAY NEGOTIATION SELECTION PAGE DATA
S225
GENERATE AND SEND NEGOTIATION SELECTION PAGE DATA
S227
SEND SELECTION INPUT OF NEGOTIATION
S229
RECEIVE SELECTION INPUT OF NEGOTIATION
S231
NEW NEGOTIATION REGISTRATION?
Yes
B
No
S232
RETURN?
Yes
A
No
S235
RECEIVE AND DISPLAY PAGE DATA FOR NPR&SU
S233
EXTRACT DATA CONCERNING SELECTED NEGOTIATION FROM NEGOTIATION RESULTS DB, AND GENERATE AND SEND PAGE DATA FOR NPR&SU
S237
SEND INPUT DATA
S239
RECEIVE INPUT DATA
S241
RETURN?
Yes
No
S242
UPDATED?
No
A
Yes
S243
UPDATE NEGOTIATION RESULTS DB
A
NPR&SU : NEGOTIATION PHASE REFERENCE AND STATE UPDATING

FIG.36

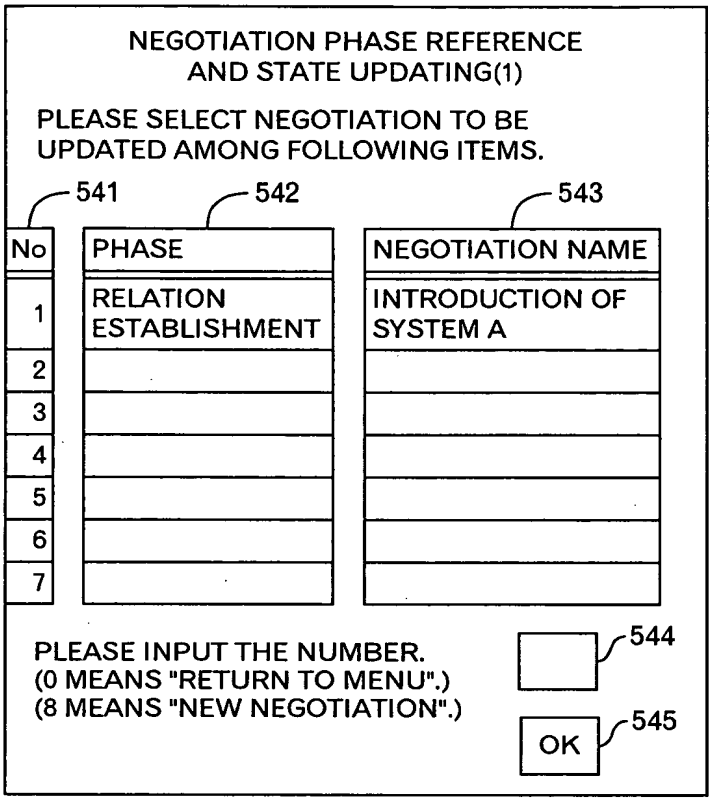
NEGOTIATION PHASE REFERENCE AND STATE UPDATING(1)
PLEASE SELECT NEGOTIATION TO BE UPDATED AMONG FOLLOWING ITEMS.
541
542
543
No
PHASE
NEGOTIATION NAME
1
RELATION ESTABLISHMENT
INTRODUCTION OF SYSTEM A
2
3
4
5
6
7
PLEASE INPUT THE NUMBER.
(0 MEANS "RETURN TO MENU".)
(8 MEANS "NEW NEGOTIATION".)
544
OK
545

FIG.37

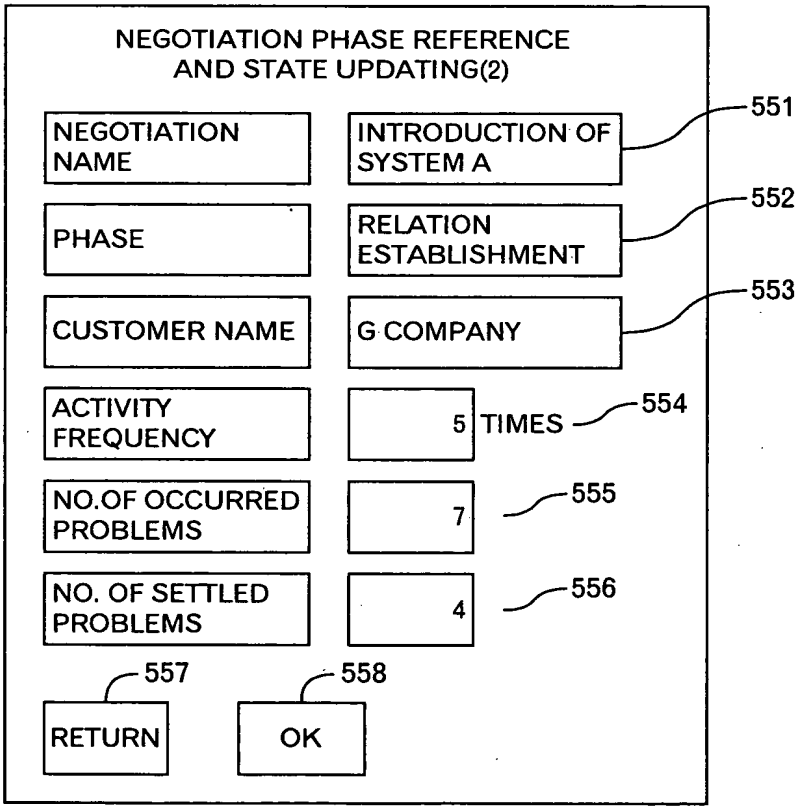
NEGOTIATION PHASE REFERENCE AND STATE UPDATING(2)
NEGOTIATION NAME
INTRODUCTION OF SYSTEM A
551
PHASE
RELATION ESTABLISHMENT
552
CUSTOMER NAME
G COMPANY
553
ACTIVITY FREQUENCY
5 TIMES
554
NO.OF OCCURRED PROBLEMS
7
555
NO. OF SETTLED PROBLEMS
4
556
557
RETURN
558
OK

FIG.38

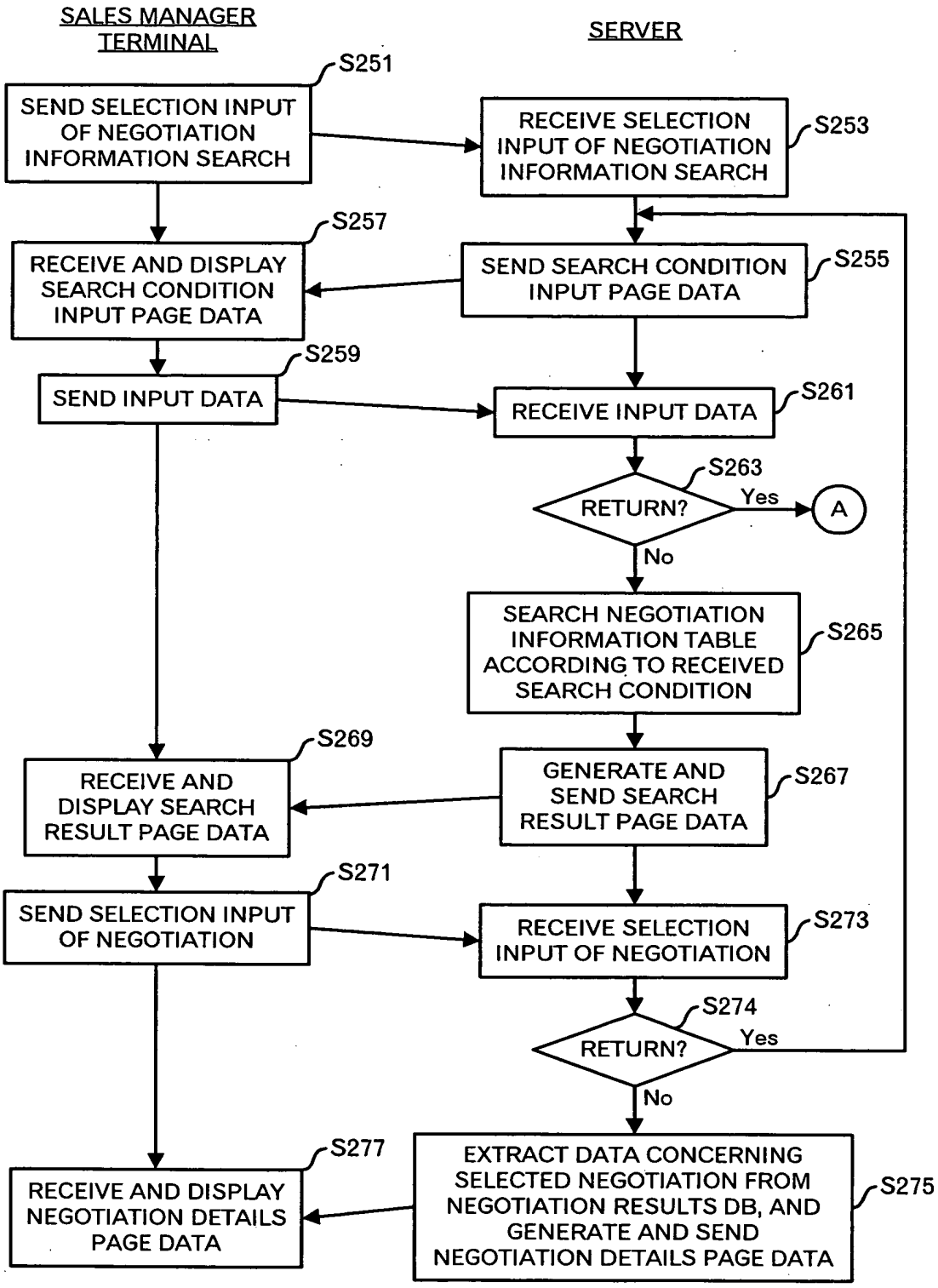
SALES MANAGER TERMINAL
SERVER
S251
SEND SELECTION INPUT OF NEGOTIATION INFORMATION SEARCH
RECEIVE SELECTION INPUT OF NEGOTIATION INFORMATION SEARCH
S253
S257
RECEIVE AND DISPLAY SEARCH CONDITION INPUT PAGE DATA
SEND SEARCH CONDITION INPUT PAGE DATA
S255
S259
SEND INPUT DATA
RECEIVE INPUT DATA
S261
S263
RETURN?
Yes
A
No
SEARCH NEGOTIATION INFORMATION TABLE ACCORDING TO RECEIVED SEARCH CONDITION
S265
S269
RECEIVE AND DISPLAY SEARCH RESULT PAGE DATA
GENERATE AND SEND SEARCH RESULT PAGE DATA
S267
S271
SEND SELECTION INPUT OF NEGOTIATION
RECEIVE SELECTION INPUT OF NEGOTIATION
S273
S274
RETURN?
Yes
No
S277
RECEIVE AND DISPLAY NEGOTIATION DETAILS PAGE DATA
EXTRACT DATA CONCERNING SELECTED NEGOTIATION FROM NEGOTIATION RESULTS DB, AND GENERATE AND SEND NEGOTIATION DETAILS PAGE DATA
S275

FIG.39

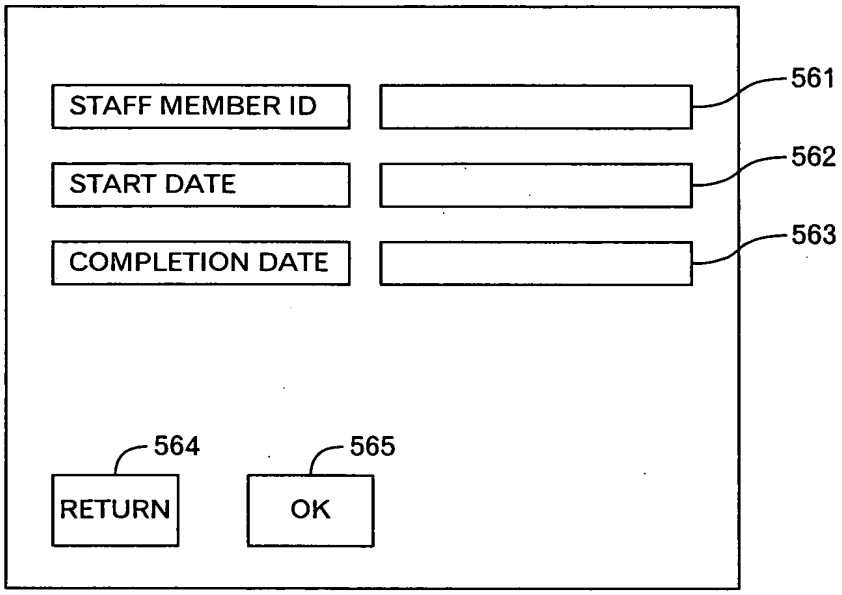
STAFF MEMBER ID
561
START DATE
562
COMPLETION DATE
563
564
RETURN
565
OK

FIG.40

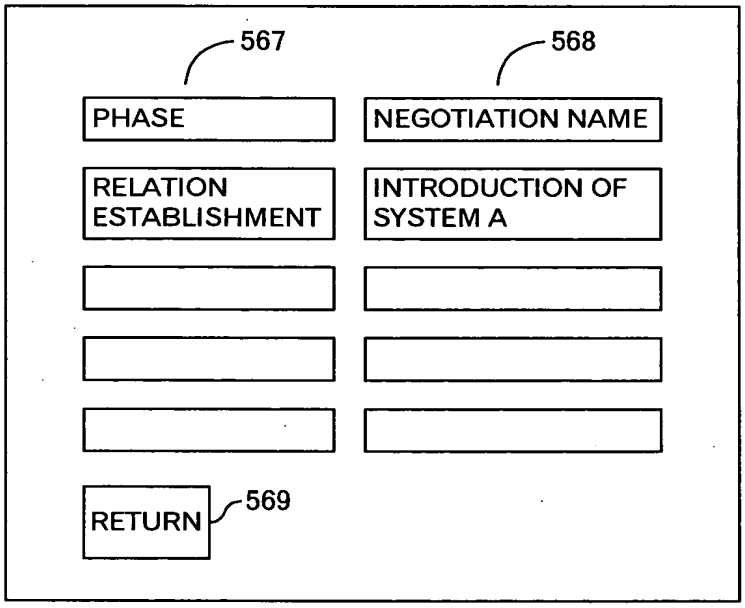
567
568
PHASE
NEGOTIATION NAME
RELATION ESTABLISHMENT
INTRODUCTION OF SYSTEM A
RETURN
569

FIG.41

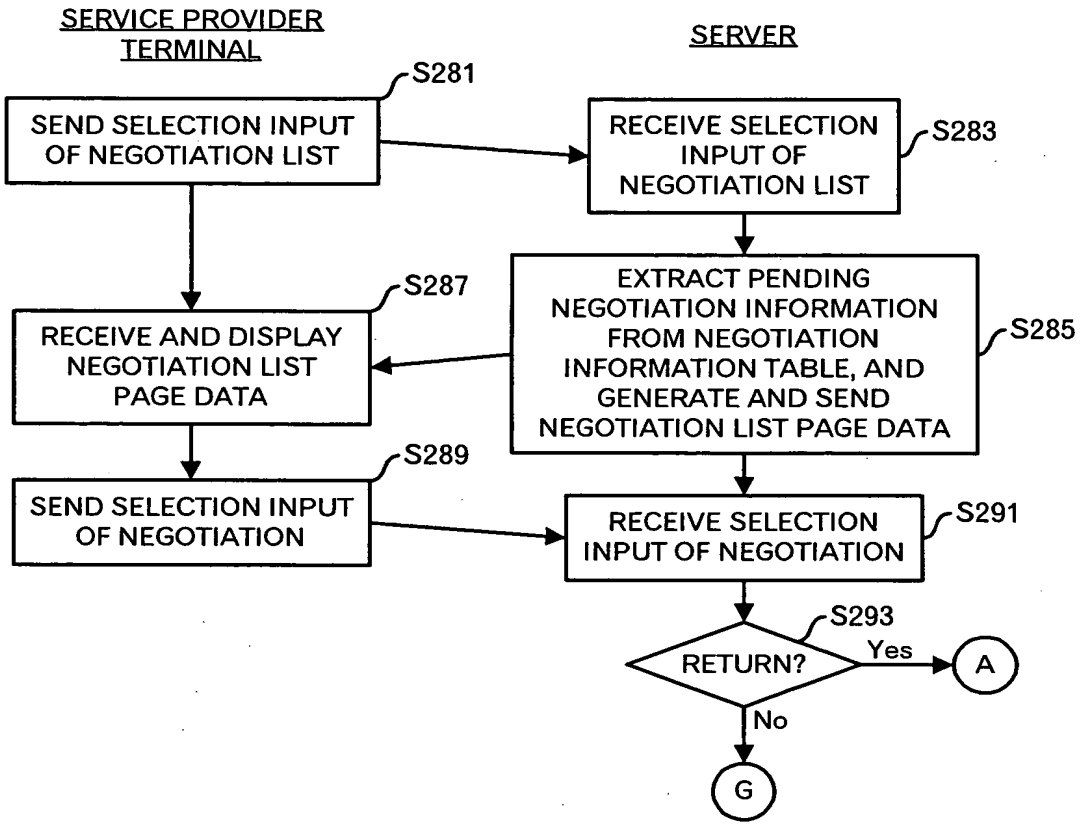
SERVICE PROVIDER TERMINAL
SERVER
S281
SEND SELECTION INPUT OF NEGOTIATION LIST
RECEIVE SELECTION INPUT OF NEGOTIATION LIST
S283
EXTRACT PENDING NEGOTIATION INFORMATION FROM NEGOTIATION INFORMATION TABLE, AND GENERATE AND SEND NEGOTIATION LIST PAGE DATA
S285
S287
RECEIVE AND DISPLAY NEGOTIATION LIST PAGE DATA
S289
SEND SELECTION INPUT OF NEGOTIATION
RECEIVE SELECTION INPUT OF NEGOTIATION
S291
S293
RETURN?
Yes
A
No
G

FIG.42

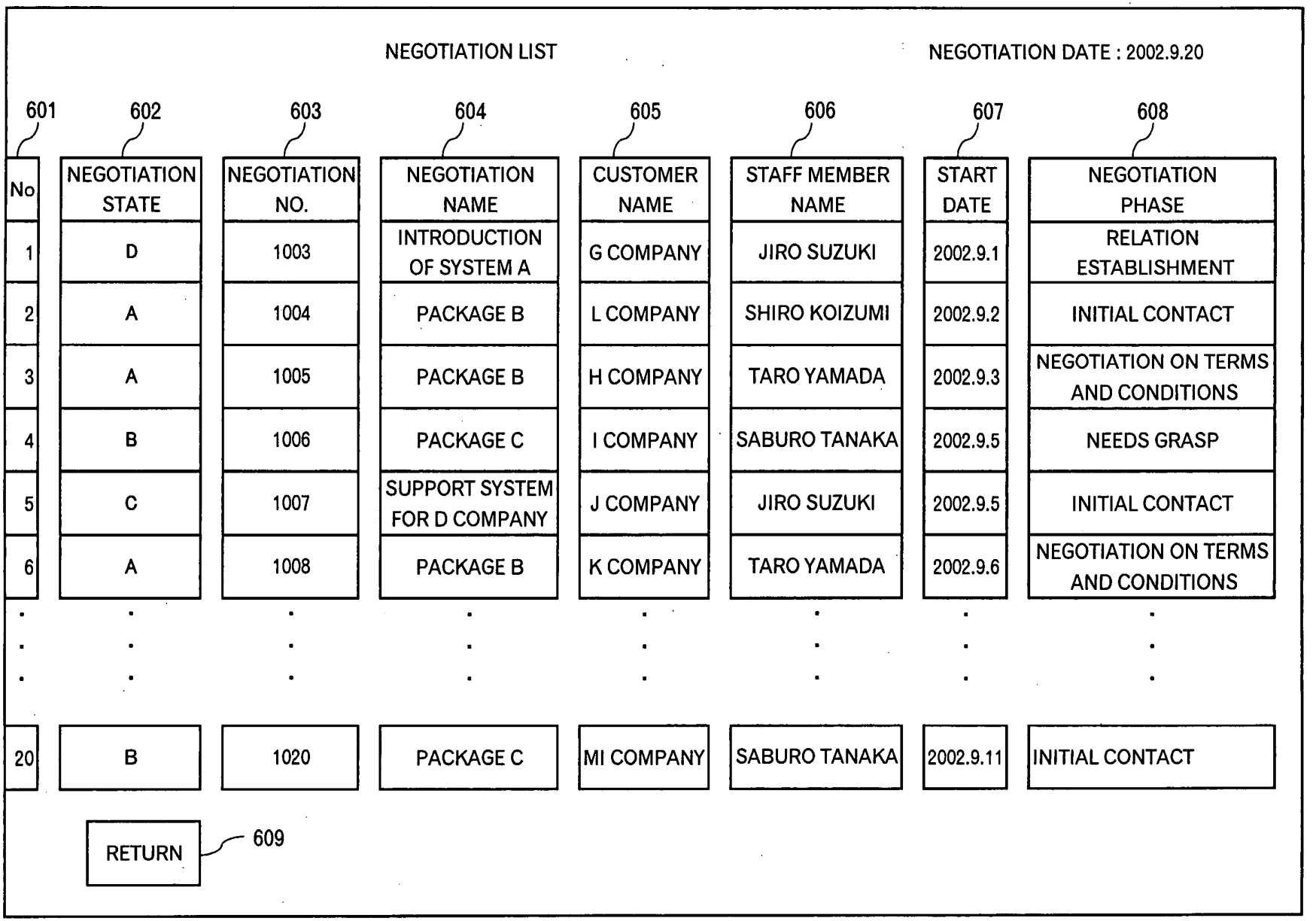
NEGOTIATION LIST
NEGOTIATION DATE : 2002.9.20
601
602
603
604
605
606
607
608
No
NEGOTIATION STATE
NEGOTIATION NO.
NEGOTIATION NAME
CUSTOMER NAME
STAFF MEMBER NAME
START DATE
NEGOTIATION PHASE
1
D
1003
INTRODUCTION OF SYSTEM A
G COMPANY
JIRO SUZUKI
2002.9.1
RELATION ESTABLISHMENT
2
A
1004
PACKAGE B
L COMPANY
SHIRO KOIZUMI
2002.9.2
INITIAL CONTACT
3
A
1005
PACKAGE B
H COMPANY
TARO YAMADA
2002.9.3
NEGOTIATION ON TERMS AND CONDITIONS
4
B
1006
PACKAGE C
I COMPANY
SABURO TANAKA
2002.9.5
NEEDS GRASP
5
C
1007
SUPPORT SYSTEM FOR D COMPANY
J COMPANY
JIRO SUZUKI
2002.9.5
INITIAL CONTACT
6
A
1008
PACKAGE B
K COMPANY
TARO YAMADA
2002.9.6
NEGOTIATION ON TERMS AND CONDITIONS
20
B
1020
PACKAGE C
MI COMPANY
SABURO TANAKA
2002.9.11
INITIAL CONTACT
RETURN
609

FIG.43

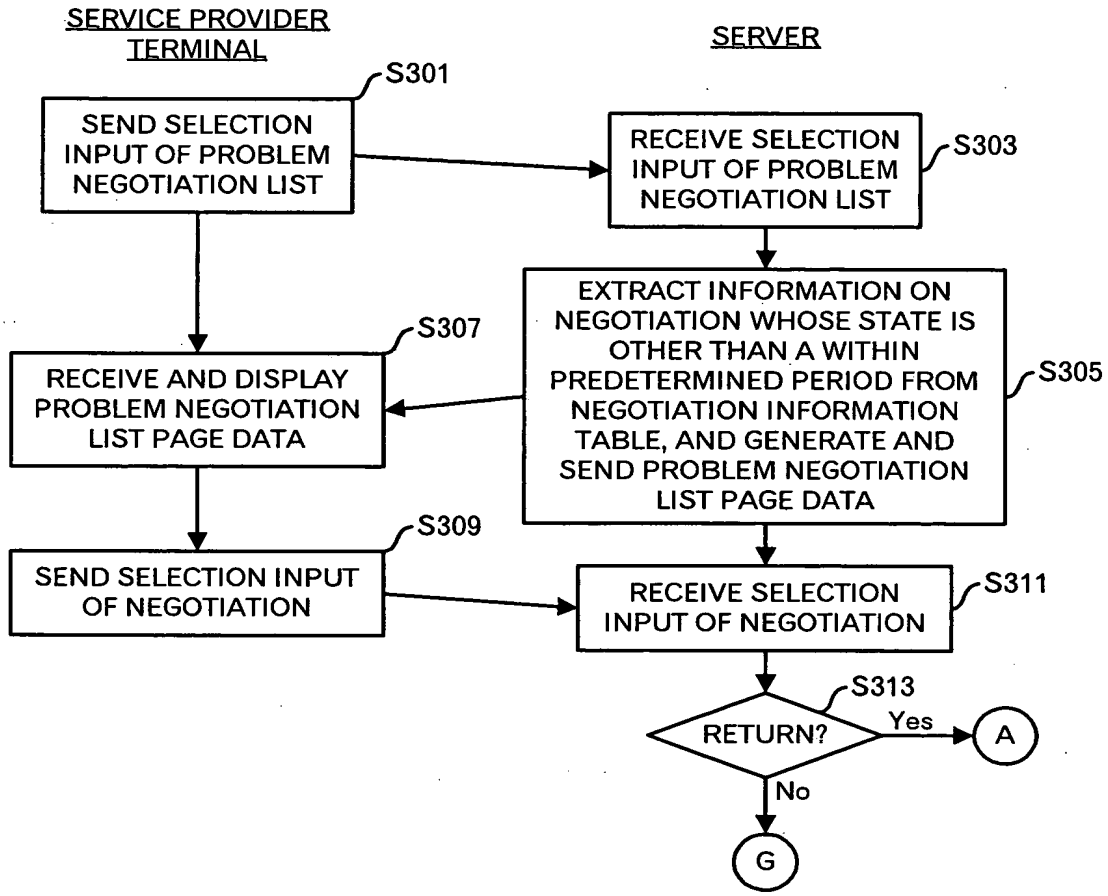
SERVICE PROVIDER TERMINAL
SERVER
S301
SEND SELECTION INPUT OF PROBLEM NEGOTIATION LIST
RECEIVE SELECTION INPUT OF PROBLEM NEGOTIATION LIST
S303
EXTRACT INFORMATION ON NEGOTIATION WHOSE STATE IS OTHER THAN A WITHIN PREDETERMINED PERIOD FROM NEGOTIATION INFORMATION TABLE, AND GENERATE AND SEND PROBLEM NEGOTIATION LIST PAGE DATA
S305
S307
RECEIVE AND DISPLAY PROBLEM NEGOTIATION LIST PAGE DATA
S309
SEND SELECTION INPUT OF NEGOTIATION
RECEIVE SELECTION INPUT OF NEGOTIATION
S311
S313
RETURN?
Yes
A
No
G

FIG.44

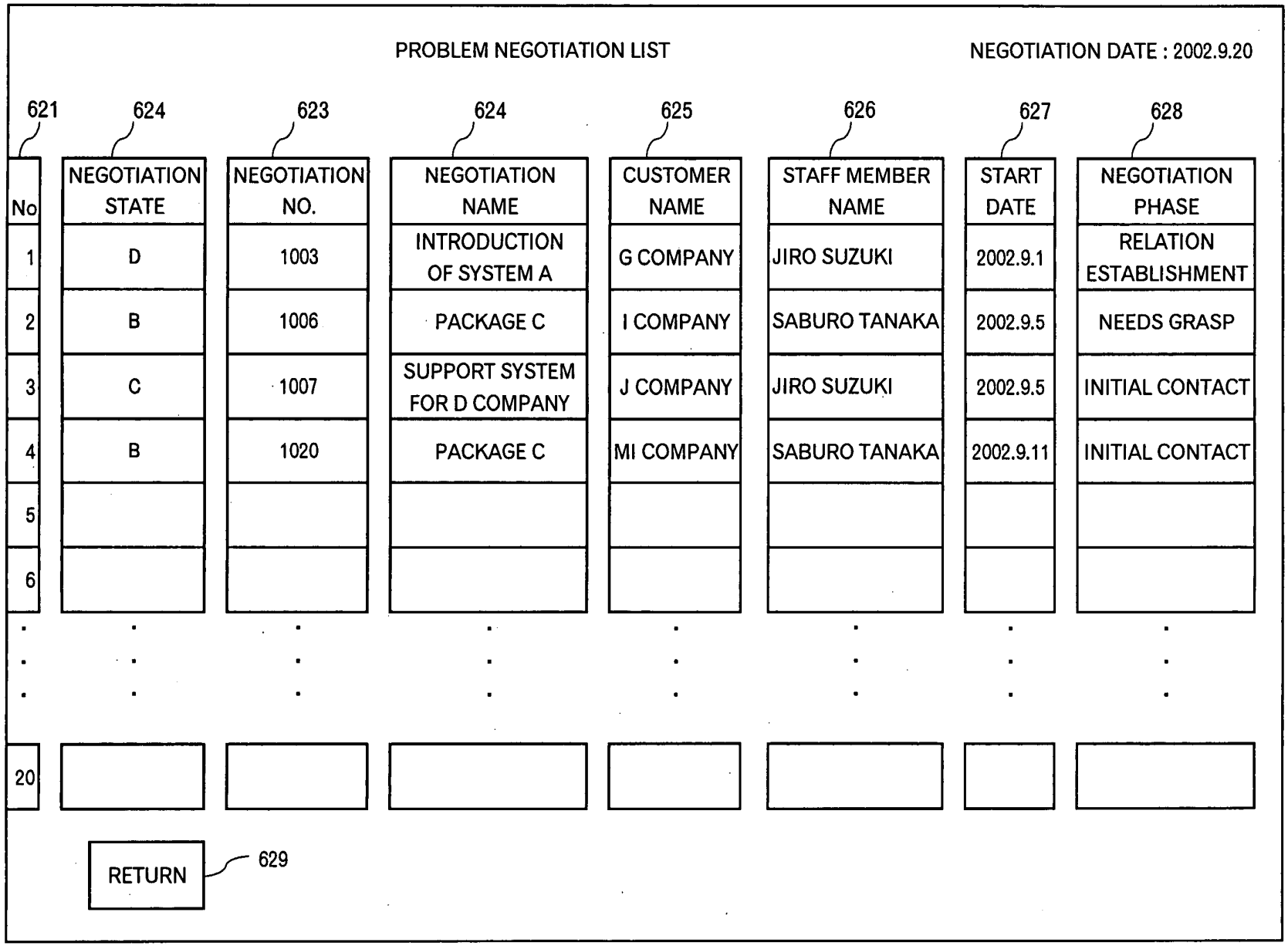
PROBLEM NEGOTIATION LIST
NEGOTIATION DATE : 2002.9.20
621
624
623
624
625
626
627
628
No
NEGOTIATION STATE
NEGOTIATION NO.
NEGOTIATION NAME
CUSTOMER NAME
STAFF MEMBER NAME
START DATE
NEGOTIATION PHASE
1
D
1003
INTRODUCTION OF SYSTEM A
G COMPANY
JIRO SUZUKI
2002.9.1
RELATION ESTABLISHMENT
2
B
1006
PACKAGE C
I COMPANY
SABURO TANAKA
2002.9.5
NEEDS GRASP
3
C
1007
SUPPORT SYSTEM FOR D COMPANY
J COMPANY
JIRO SUZUKI
2002.9.5
INITIAL CONTACT
4
B
1020
PACKAGE C
MI COMPANY
SABURO TANAKA
2002.9.11
INITIAL CONTACT
5
6
20
RETURN
629

FIG.45

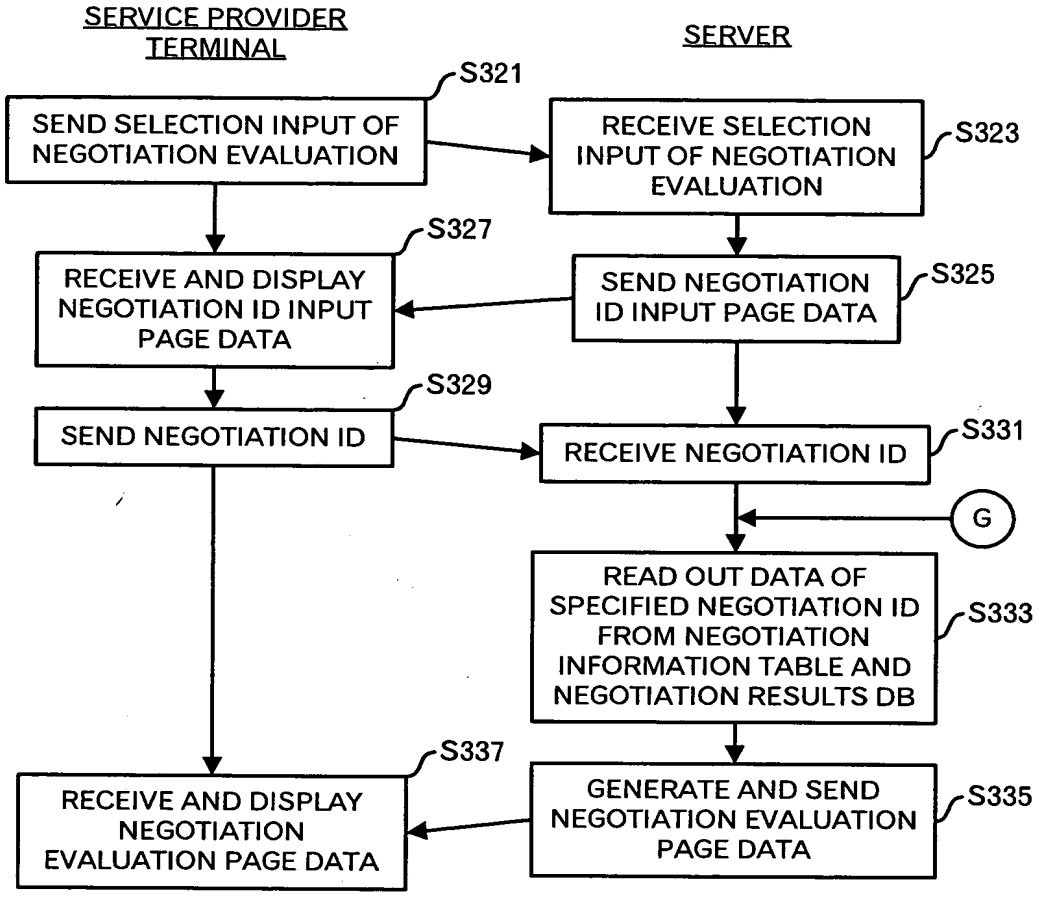
SERVICE PROVIDER TERMINAL
SERVER
S321
SEND SELECTION INPUT OF NEGOTIATION EVALUATION
RECEIVE SELECTION INPUT OF NEGOTIATION EVALUATION
S323
S327
RECEIVE AND DISPLAY NEGOTIATION ID INPUT PAGE DATA
SEND NEGOTIATION ID INPUT PAGE DATA
S325
S329
SEND NEGOTIATION ID
RECEIVE NEGOTIATION ID
S331
G
READ OUT DATA OF SPECIFIED NEGOTIATION ID FROM NEGOTIATION INFORMATION TABLE AND NEGOTIATION RESULTS DB
S333
S337
RECEIVE AND DISPLAY NEGOTIATION EVALUATION PAGE DATA
GENERATE AND SEND NEGOTIATION EVALUATION PAGE DATA
S335

FIG.46

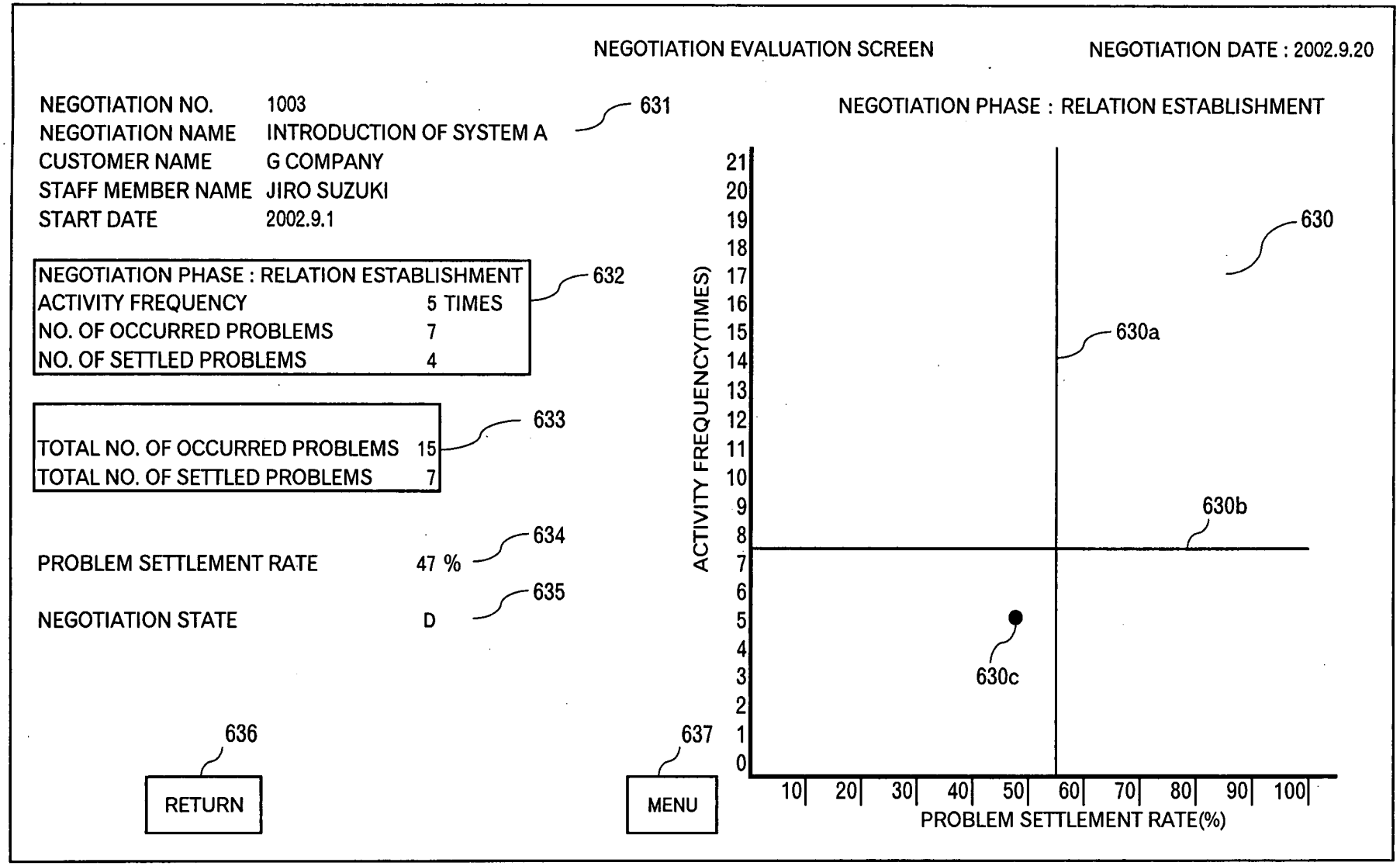
NEGOTIATION EVALUATION SCREEN
NEGOTIATION DATE : 2002.9.20
NEGOTIATION NO. 1003
NEGOTIATION NAME INTRODUCTION OF SYSTEM A
CUSTOMER NAME G COMPANY
STAFF MEMBER NAME JIRO SUZUKI
START DATE 2002.9.1
631
NEGOTIATION PHASE : RELATION ESTABLISHMENT
ACTIVITY FREQUENCY 5 TIMES
NO. OF OCCURRED PROBLEMS 7
NO. OF SETTLED PROBLEMS 4
632
TOTAL NO. OF OCCURRED PROBLEMS 15
TOTAL NO. OF SETTLED PROBLEMS 7
633
PROBLEM SETTLEMENT RATE 47 %
634
NEGOTIATION STATE D
635
636
RETURN
637
MENU
NEGOTIATION PHASE : RELATION ESTABLISHMENT
630
630a
630b
630c
ACTIVITY FREQUENCY(TIMES)
0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21
10 20 30 40 50 60 70 80 90 100
PROBLEM SETTLEMENT RATE(%)

FIG.47

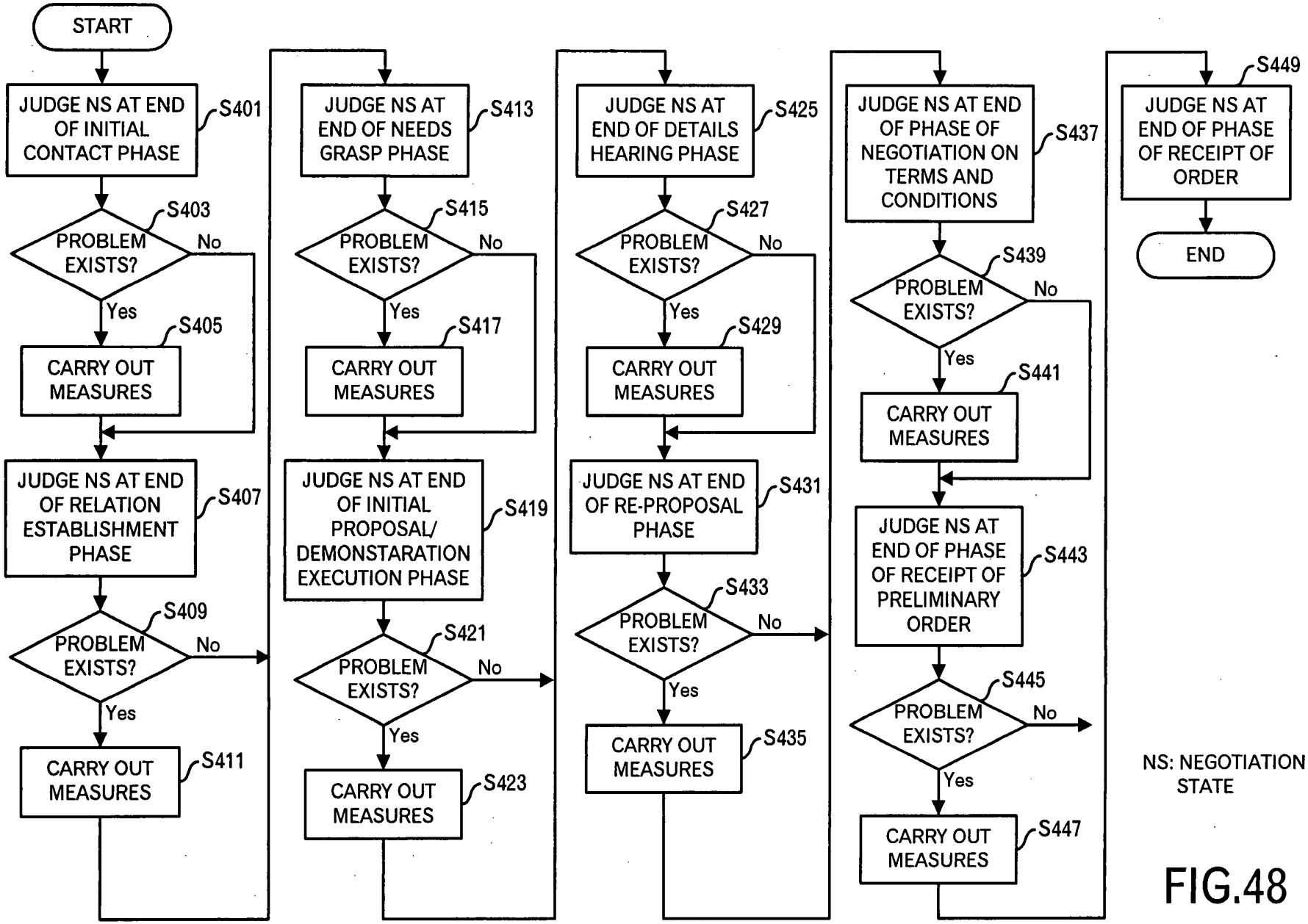
START
JUDGE NS AT END OF INITIAL CONTACT PHASE
S401
PROBLEM EXISTS?
S403
No
Yes
CARRY OUT MEASURES
S405
JUDGE NS AT END OF RELATION ESTABLISHMENT PHASE
S407
PROBLEM EXISTS?
S409
No
Yes
CARRY OUT MEASURES
S411
JUDGE NS AT END OF NEEDS GRASP PHASE
S413
PROBLEM EXISTS?
S415
No
Yes
CARRY OUT MEASURES
S417
JUDGE NS AT END OF INITIAL PROPOSAL/ DEMONSTARATION EXECUTION PHASE
S419
PROBLEM EXISTS?
S421
No
Yes
CARRY OUT MEASURES
S423
JUDGE NS AT END OF DETAILS HEARING PHASE
S425
PROBLEM EXISTS?
S427
No
Yes
CARRY OUT MEASURES
S429
JUDGE NS AT END OF RE-PROPOSAL PHASE
S431
PROBLEM EXISTS?
S433
No
Yes
CARRY OUT MEASURES
S435
JUDGE NS AT END OF PHASE OF NEGOTIATION ON TERMS AND CONDITIONS
S437
PROBLEM EXISTS?
S439
No
Yes
CARRY OUT MEASURES
S441
JUDGE NS AT END OF PHASE OF RECEIPT OF PRELIMINARY ORDER
S443
PROBLEM EXISTS?
S445
No
Yes
CARRY OUT MEASURES
S447
JUDGE NS AT END OF PHASE OF RECEIPT OF ORDER
S449
END
NS: NEGOTIATION STATE

FIG.48